
REFUGEE PERCEPTIONS STUDY

Za'atari Camp and Host Communities in Jordan

BRYANT CASTRO SERRATO

OXFAM GB

This study aims to assess the needs of refugees from Syria residing in Jordan by looking at both objective data and perceptions of the situation from the perspective of the refugees themselves. The purpose of this is to allow organizations to identify new challenges and gaps in aid assistance efforts in Jordan. Those surveyed for this study reside in areas where Oxfam has operations or is planning to provide assistance, including Za'atari Camp Districts 6,7, and 8, Zarqa and Balqa Governorates, and the informal settlements in Jawa (southeast Amman) and the Jordan Valley.

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EXECUTIVE SUMMARY

The situation in Syria remains in stalemate and is increasingly taking on the characteristics of a deeply entrenched and protracted conflict, despite on-going political discussions in Geneva and elsewhere. The implications for Jordan are significant and the humanitarian strategy moving forward into 2014 is underscored by unpredictable inflows of refugees. The United Nations High Commissioner for Refugees (UNHCR) is leading efforts to coordinate and consolidate assistance to Jordan's refugee population and planning for 2014 is based on an approximate population of up to 650,000 refugees and a contingency estimate of up to an additional 350,000 refugees by the end of the year.¹

The majority of refugees, an estimated 80%, are residing in dispersed urban-based host communities or in informal tented settlements across the country. Additionally, there are 80,000 to 120,000 refugees concentrated in Za'atari Refugee Camp.²

Humanitarian aid organisations have been operating since the beginning of the crisis, but as the situation continues to evolve and refugees' time in Jordan increases, new challenges arise. Aid providers must continuously analyse this complex landscape to gauge how best to address gaps and modify assistance strategies accordingly. Analysing the needs of refugees is a multi-dimensional exercise that often looks at both objective data (number of refugees or items distributed) and also subjective information (how refugees perceive their situation or what they believe are the most significant difficulties).

This study is focused on subjective refugee perceptions and understandings.³ The results highlight some key gaps and challenges that refugees themselves identified. The methodology was based on: (1) an electronic questionnaire of 259 households, representing a total of 1,751 persons, and (2) focus group discussions with 24 groups, segregated by age and sex with a total of 224 participants. Data capture only focused on locations where Oxfam is presently or planning to provide assistance and included the following areas: Za'atari Camp Districts 6, 7, and 8; Zarqa and Balqa Governorates; and the informal settlements in Jawa (southeast Amman) and within the Jordan Valley.

A summary of key findings for both Za'atari Camp and Host Communities are:

Access to Services

Various humanitarian agencies and government entities are providing basic services within Za'atari Camp at both the district and camp level. In the host communities refugees receive a range of services from various types of providers, but in varying quantity and quality - the provision is neither as comprehensive nor as coordinated as within the Camp due to the dispersed population and geographic range. Despite these differences, approximately 50% of respondents from the Camp and also from the host communities reported facing difficulties in accessing services, as discussed below.

Key findings for Za'atari Camp:

- **Medical** - Main hurdles to accessing medical services are the distance to facilities, inconsistent quality of services including staff behaviour towards refugees, and the limited capacity to address both the number of patients and their medical conditions. Many refugees report going directly to private clinics due to negative first-hand experience or rumours.

- **NFI and Food Distributions** - Challenges are distance or extended waiting periods, security concerns associated with crowds or harassment, the lack of sufficient food, female sanitary items and diapers. Caravan distributions in particular were seen as unjust and over-reliant on street leaders for beneficiary selection.
- **Water and Sanitation** - Barriers to these communal facilities are associated with security and privacy concerns (heightened by distance to facilities and the lack of lighting), the lack of quality infrastructure (notably in areas with prefabricated units), poor hygiene/cleanliness of facilities and the unreliability of water delivery. Privacy, cultural norms and the need to have dignity also push close to 50% of refugees to build their own private cooking areas and latrines (often by pilfering of communal materials).
- **Education** - Barriers ranged from fears of bullying or harassment to lack of attendance due to cultural reasons or competing employment opportunities. Some parents said they don't send children to school because of insufficient schoolbooks and other materials; girls also claimed that teachers berate students and corporal punishment is used despite their objections.

Priority findings for the host communities:

- **Medical** - Many of the claims parallel those within Za'atari Camp, including distances to larger public hospitals and inconsistent quality of service, specifically discrimination by and poor behaviour of staff, refusal to provide assistance and the limited capacity to address the number of patients and their needs, especially those suffering from chronic conditions. Concerns were also raised about exploitation by pharmacies.
- **Education** - The opening of a second school shift to accommodate more students generally addresses the needs of children in urban-based communities. The situation in tented settlements in the Jordan Valley and Jawa is different - distance to schools is prohibitive due to the communities' isolation and many children are working instead. To counter this, families are requesting informal education based directly within their settlements.
- **Food Voucher Distribution Centres** - Numerous allegations ranging from profiteering to potential female exploitation were raised. In addition distance and transport costs to centres are a challenge for financially insecure families.
- **Redeeming Food Vouchers** - Some vendors are allegedly exploiting and manipulating the value of vouchers. Refugees claim they are paying higher prices for goods or being overcharged with fictitious items. Many women claimed shop owners prevent them from selecting fresh, quality fruit and vegetables, as these were only available to customers paying in cash.
- **Registration Related** - Refugees cited numerous challenges associated with registration. Issues ranged from ill treatment at registration renewal locations to the lack of services upon expiration of refugee documents, which can last up to six months before renewals are processed.
- **Multiple Sources of Assistance** - Support in the host communities is provided by a variety of international NGOs, local CBOs and individuals. Consequently, transparency and quality standards are weak and coordination is difficult to ensure. Refugees stated they have experienced exploitation and confusion over multiple beneficiary registrations, and are susceptible to rumours. This is fostering mistrust and undermining confidence in providers.
- **Housing** - Thirty-six per cent (36%) of survey respondents indicated they have concerns regarding their housing situation. Of these, almost half currently face a threat of eviction or cannot pay rent. As a coping mechanism, families are regularly seeking and moving to cheaper accommodation, heightening vulnerabilities as they constantly need to re-register, find providers and create social support networks. Respondents also raised fears that NGOs

providing direct cash payments to landlords for rental assistance are inadvertently causing rental prices to increase and creating tensions with Jordanian neighbours.

Safety and Security

- In Za'atari Camp, close to 80% of respondents felt safe. In the Host Communities this number rose to 87%. Women in the Camp identified latrine/shower blocks and communal kitchens as the most insecure locations. Both men and women were explicit in stating they did not associate insecurity with threats of physical violence (outside of the domestic sphere). Refugees outside the camp echoed this sentiment as well. Fear was understood in a highly subjective manner and closely linked to cultural habits that emphasise privacy and dignity.
- While the clear majority of refugees feel safe, they may still require help from police on occasion, e.g. in the case of an emergency, when seeking recourse from exploitation or to help mitigate communal tensions. In the Camp, only 19% of respondents said they would seek help from the police if the need arose. Recent efforts in establishing community police and foot patrols within camp districts had helped some refugees have greater trust for the police, while those who expressed distrust were basing this on fears of deportation (due to illegal employment) or trauma from interactions with security forces whilst in Syria.
- Forty-seven per cent (47%) of host community-based refugees said they would contact the police for help. Participants who had already interacted with police were more positive and claimed the experience changed their initial assumptions, saying they could talk openly to Jordanian police and receive assistance without bribery. Respondents who viewed the police negatively were scared that police would forcibly return them to the Camp if they had left it illegally, deport them or make them pay bribes to provide any kind of assistance.

Access to Information and Refugee Participation

- Information is essential in order for refugees to know their rights, understand what services are available and how to access assistance. Yet information alone is often insufficient to empower refugees. Providers need to ensure information is delivered through appropriate means, that trust underpins information campaigns and opportunities for feedback and participation in decision-making are also available. Refugees feel they still need information on key sectors and do not have access to reliable, consistent sources of information. Gaps and weak dissemination mechanisms allow rumours to easily spread amongst the population, eroding trust and generating confusion.

Key findings for Za'atari Camp:

- **Key Information Needs** - Survey results show that 75% of respondents want more information on medical services, 59% on food distributions, closely followed by 57% on employment and legal issues related to work, and 52% on water and sanitation. The overall message however is that refugees need a better understanding and overview of services in the camp - this includes the basic 4W's: who, what, where and when.
- **Delivery of Information** - Information flows in the Camp are overly focused on street leaders and ordinary refugees are dependent on getting time-sensitive information by word-of-mouth, which is not reliable. Only 44% of surveyed households cited street leaders as one of their most trusted sources and this dropped to 34% for female-headed households. Refugees believe NGOs should diversify their communications approach and create a range of mechanisms to deliver information in a more neutral and egalitarian manner.
- **Trusted Sources of Information** - Only 13% of survey respondents cited UN/NGO staff as one of their most trusted sources of information. There are numerous reasons, but the lack of an initial orientation and information package for refugees arriving in the Camp is a

considerable gap. Often other refugees' negatives experiences with providers or rumours are conveyed to them as their first source of information on camp life. This discourages newly arrived refugees from engaging with humanitarians and makes future confidence building measures more difficult.

- **Feedback and Refugee Participation** - Refugees claimed that humanitarians provide but do not listen, that field staff leading meetings are not senior enough and meetings with providers are unproductive. Women and youths stated they were often overlooked by providers and also faced cultural or parental limitations to getting more involved. Participants want providers to increase engagement initiatives, improve feedback mechanisms, and 92% of household respondents are willing to meet service providers at least once a month.

Priority findings for the host communities:

- **Key Information Needs** - The provision of up-to-date and reliable information to refugees based in host communities is considerably more challenging than outreach within Za'atari Camp. Refugees identified all sector information gaps as a priority need, however medical-related concerns are the most salient as refugees are facing numerous challenges at public hospitals. Refugees want clarity on which medical procedures they are entitled to, which they must pay for and why, and how to request additional support if necessary.
- **Delivery of Information** - Fifty-two per cent (52%) of respondents indicated that they currently receive information by word-of-mouth, 50% from brief SMS messages, and 58% by short phone calls. When asked how refugees would prefer to get information, word-of-mouth dropped dramatically to just 8%, and the use of SMS texting and phone calls increased to 67% and 87%, respectively. Yet these outreach mechanisms do not provide substantive information and focus on quick, short messaging. In order to have questions adequately addressed, refugees need increased interactive opportunities, such as face-to-face visits, community meetings or functioning hotlines.
- **Feedback and Refugee Participation** - Some innovative feedback tools have been established for host community-based refugees, but there is an overall deficiency in ensuring these tools are effective, have adequate resources and are supported by experienced staff. Furthermore, providers are missing key opportunities to work with and build on already established local refugee-led initiatives that would maximise their efforts.

Impact of Displacement on Family Relations:

- Women are increasingly becoming breadwinners or are specifically targeted by service providers. This is shifting power away from traditional male-dominated roles and impacting men and women in different ways that often stress relationships. Men's already lowered self-esteem due to unemployment is accentuated by what they see as the growing power of women. This is in part leading to increased protection concerns, such as domestic violence, as men face difficulties in coping with their situation and remain reluctant to seek help. Women and young girls in turn reported feeling overwhelmed by new responsibilities, causing heightened anxiety and inevitably fuelling more arguments within the family.
- Limited mobility is further compounding protection issues, as family members are confined to homes due to lack of employment opportunities or safety concerns. Refugees reported losing their sense of privacy and personal freedom, leading to a constant state of anxiety and low patience with family members. Cramped living conditions, often in one room or a tent, are also affecting intimacy between partners and the way children are treated. Parents described themselves as short-tempered and frequently feeling that the only solution left to discipline children was to hit them. Underpinning this is the stress of not knowing what the future will hold - if families will return to Syria or continue living as refugees and relying on humanitarian support.

RECOMMENDATIONS

Strategic Programme Direction

- **Prioritise the recruitment of appropriately experienced national staff and bolster international supervision (field based team leaders).** Successful programme implementation is underpinned by capable and sufficient staff that devote adequate resources to both technical outputs, e.g. # of solid waste committees, and to soft skills (e.g. confidence-building and outreach initiatives).
- **Devote sufficient resources and planning to staff development.** National staff need appropriate knowledge on leading meetings, beneficiary communications, protections, etc. Human resources and team leaders should develop key training priorities and a calendar of implementation.
- **Commit to adequate levels of information dissemination, beneficiary feedback and quality control.** This will require coordination with human resources and programme development to ensure staff resources and capacities are able to support these activities (e.g. MEAL needs dedicated international manager for Jordan with two nationals to cover camp and host community).
- **Ensure a closer link between field operations and advocacy. Support local or operational advocacy.** It is imperative that a balance between high-profile international advocacy and local operational advocacy is identified. Operational advocacy can achieve quick results as it builds on the expertise and knowledge of field teams.
- **Brainstorm and identify potential synergies with ARDD-Legal Aid, VOICE and local CBOs.** Oxfam should work closer with these partners, identify mutual priorities and coordinate field activities (e.g. develop SOPs on information sharing and conducting joint site visits).
- **Foster closer cooperation, coordination and information sharing with UNHCR across all field operations.** Approach UNHCR with aim for transparent, frank and mutually beneficial discussions.
- **Invest in operational information technology and database applications/management.** It is vital to automate data capture to improve efficiency and effectiveness of data analysis and sharing. This can support field teams, protection and MEAL. Selecting an appropriate database application that is compatible with UNHCR's ActivityInfo, RAIS and/or ProGRES can support improved coordination.

Operational Approaches and Opportunities

- **Control and Dispel Rumours.** Aim to dispel rumours pro-actively through information dissemination and develop feedback mechanism that can address questions.
- **Work closer with faith leaders or religious based CBOs.** Use faith-based centres as forum to disseminate information and help build trust with captive audience that visits on regular basis.
- **Study rental coping mechanisms and impact on vulnerability.** Refugees constantly relocate to find lower rent. Consider how this may impact vulnerability and adjust programmes accordingly.
- **Develop beneficiary communications strategy.** Programmes should develop a harmonised outreach strategy, using various tools that will minimise barriers affecting gender and age groups.
- **Consider female mobility limitations.** Due to culture or security, females are limited in mobility and engagement with providers. Identify ways to overcome this through programming (e.g. information dissemination requires appropriate balance between

targeted site/home visits, developing localised information hubs and use of Oxfam field offices).

- **Orientate VOICE to fill significant operational gaps that will achieve short-term results.** Coordination and consolidation of local information is vital yet no partners are devoting resources to this. VOICE Jordan should implement a local Refugee Resource Centre (RCC), as originally indicated in project proposal, whereby it consolidates 4Ws of area and cooperates with CBOs to provide a “one-stop shop” for refugees.
- **Consider use of VOICE or Host Community field teams in supporting localised confidence-building measures with police.** CARE led a successful campaign with Iraqi refugees by inviting police to field sites and presenting them to the refugee community.
- **Identifying refugee-led community initiatives and reinforce.** Consider how Oxfam can link refugee led initiatives, e.g. refugee rental finance group in Baqaa and Safot. Possibly create a feedback mechanism that allows refugees to provide complaints/requests through refugee led forums and Oxfam can, in turn, channel this to relevant partners (see how VOICE can be lead on this too).
- **Improve transparency and understanding of Oxfam distribution process.** Some refugees complained that Oxfam’s selection process was unclear or unfair. This impacts Oxfam’s credibility but can be easily corrected with sufficient attention by staff.
- **Consider provision of tent/caravan/apartment privacy modification kit.** Privacy and personal space limitations impact protection levels and family dynamics. Oxfam should consider how to develop a modification kit that will allow refugees to compartmentalise tents or rooms.
- **Aim to increase targeting of women (youth and adult) in programming and information dissemination.** Consider how culture can be both a barrier and opportunity for Oxfam to engage with women (e.g. formal presentation of staff to women in front of husbands).
- **Protection Team should evaluate through more in-depth manner the impact of displacement and assistance on family dynamics.** One aim is to better understand how empowering and role reversals can increase tensions and protection concerns.
- **Protection team should consider developing a referral tracking system that can be used by field teams.** Options could include, developing a PDA based protection form that field teams could use to track self-referrals. Ensure coordination with UNHCR protection.

Advocacy and Policy Issues

- Re-orientate advocacy activities and staff to focus on operational and local issues. In addition to targeting operational policy issues, advocacy staff need to better understand field activities and attend inter-agency coordination meetings, both in Amman and field locations.
- Priority issues as identified in this report:
 - COMMUNICATIONS: Highlight impact of rumours to partners, aim to bolster outreach and information dissemination capacities.
 - COMMUNICATIONS: All sectors improve feedback mechanisms to ensure activities are transparent and accountable.
 - COMMUNICATIONS: Partners should not discount potential for radio use in Za’atari Camp; pilot provision of solar powered radio backed by communications specific agency (e.g. Internews).
 - WASH: Oxfam and ACTED to improve and monitor water delivery in the Camp.
 - EDUCATION: Relevant partners in Za’atari Camp to develop a neutral feedback mechanism that parents can use to address concerns, e.g. corporal punishment.

- EDUCATION: Relevant partners to consider support for informal education opportunities in informal settlements (e.g. directly provide assistance to Syrian teachers living in community).
- DISTRIBUTIONS: Partners to increase transparency on criteria and beneficiary selection process.
- POLICE: Trust-building measures must continue in Za'atari Camp. Ensure proper training so police do not collect feedback on humanitarian issues.
- UNHCR: On various issues; discuss in open and transparent manner, especially on protection related concerns taking place at voucher distribution sites.
- UNHCR: Must ensure the immediate roll-out of Za'atari Camp initial orientation video and information pack; additionally to develop host community specific information pack that partners can distribute.
- UNHCR: Follow up on implementation and completion of Iris Scan process in host communities.
- UNHCR: To provide outreach on official Za'atari bailout process and documentation; this will minimise exploitation and scams that charge refugees upwards of 600 JOD to leave camp. Also ensure UNHCR implements "Normalisation Offices" in the Camp and host communities that will allow refugees who left Za'atari Camp illegally to normalise their documents.
- VULNERABILITY CRITERIA: Lead discussion regarding refugees slipping through established vulnerability criteria gaps (e.g. Jordanian women who spent significant amount of life in Syria and denied refugee status and assistance upon entering Jordan or young men who are denied entry into Jordan by security forces, but enter illegally without documentation).
- PROTECTION: Monitor potential for forced displacement of informal settlements in Jordan Valley and Jawa, coordinate with UNHCR and consider what programme adjustments will have to take place if government polices will indeed force refugees to move to Za'atari Camp.
- FOOD/VOUCHER USE: WFP should improve quality controls and accountability of vendors who allegedly abuse or exploit voucher use. Consider Oxfam's use of "secret shoppers" to document abuse and use for advocacy.
- FOOD/VOUCHER USE: General feedback indicates that refugees prefer to have flexibility and independence of cash-assistance to meet their needs instead of paper/e-vouchers. This would also minimise the potential for abuse by vendors.
- WASH: UNICEF and partners in Za'atari camp should minimise the use of prefabricated latrines that are difficult to maintain and also consider how to adjust programmes given that refugees are prioritising the construction of private latrines/showers.
- SECURITY: UNHCR needs to rapidly implement the installation of solar lighting in Za'atari Camp, especially in key areas (e.g. communal latrines and showers).
- MEDICAL: UNHCR or other entity should develop a neutral ombudsman mechanism to receive complaints and monitor public medical services in host communities and in Za'atari Camp.
- HOUSING: Inter-agency working group should lead rapid study on the impact of providers directly paying landlords with increased rental prices.

1 BACKGROUND AND OBJECTIVES

The situation in Syria remains in stalemate and is increasingly taking on the characteristics of a deeply entrenched and protracted conflict, despite on-going political discussions in Geneva and elsewhere. The implications for Jordan are significant and the humanitarian strategy moving forward into 2014 is underscored by unpredictable inflows of refugees, from minimal crossings to potential surges. The United Nations High Commissioner for Refugees (UNHCR) is leading efforts to coordinate and consolidate assistance to Jordan's refugee population through the Regional Response Plan (RRP6) and through other consultative initiatives with international humanitarian partners. Planning for 2014 is based on an approximate population of up to 650,000 refugees in Jordan and a contingency estimate of up to an additional 350,000 refugees to potentially enter the country by the end of the year.⁴

The majority of refugees, an estimated 80%, are residing in dispersed urban-based host communities or in informal tented settlements across the country, but a significant concentration reside near the northern and northwestern governorates and the capital of Amman. Additionally, there are 80,000 to 120,000 refugees concentrated in the Za'atari Refugee Camp.⁵

Humanitarian aid organisations and local charity groups have been operating since the beginning of the crisis, but as the situation continues to evolve and refugees' time in Jordan increases, new challenges and needs have arisen. Aid providers must continuously analyse this complex landscape to gauge how best to address gaps and modify assistance strategies accordingly. Analysing the needs of refugees is a multi-dimensional exercise that often looks at both objective data (number of refugees or items distributed) and also subjective information (how refugees perceive their situation or what they believe are the most significant difficulties).

This study is focused on subjective refugee perceptions and understandings.⁶ It aims to highlight some key gaps, challenges and opportunities that refugees themselves identified. The analysis concentrates on themes relevant to Oxfam's programmatic and policy activities, both current and planned. The goal of the report is to help support:

1. The development and modification of Oxfam programmes to the specific needs of refugees;
2. The identification of policy recommendations for advocacy and lobbying initiatives;
3. The development of Oxfam's three-year strategy for the Jordan response.

2 METHODOLOGY

2.1 Approach

Oxfam's data collection approach captured quantitative and qualitative information from refugees in locations where Oxfam is presently operating in Jordan: Za'atari Camp (Districts 6, 7, 8), within the host communities of Zarqa and Balqa governorates, and across dispersed informal settlements in Jawa (southeastern Amman) and the Jordan Valley. The data collection team was composed of nine trained enumerators. It consisted of seven Syrian refugees and two Jordanian lawyers.

Data collection was carried out using a mixed methodology composed of four tools: 1) a **literature review** of existing reports and data on the refugee situation in Jordan; 2) the use of PDA (handheld devices) to conduct a **household survey** questionnaire focusing on quantitative data and limited qualitative follow-up; 3) data triangulation with qualitative **focus group discussions** (FGDs) separated by gender and also by age when possible; and 4) limited **key informant interviews** with mostly Oxfam staff and individual refugees.

The refugee sample size aimed to be as representative as possible in the selected locations while taking into account budget and time constraints. In order to lower the sample size yet ensure the integrity of the data, the methodology relied on data triangulation between quantitative and qualitative data and also data saturation (when FGDs were no longer producing new information). This approach set a minimum sample size for both Za'atari Camp and host communities at 127 household interviews in each location (confidence level 93% and confidence interval at 8%). The actual number of household interviews achieved was 128 in Za'atari Camp, composed of 736 persons, and 151 in the host communities, composed of 1,015 persons.

The literature review analysed the most recent and relevant reports by humanitarian agencies against the full list of research questions to identify which questions had already been answered through existing research and therefore should not be duplicated; trends and gaps in existing research and methodologies, and to further define the questions for this research process.

The specifics of the PDA Household Survey and FGDs are as follows:

- **PDA Household Survey:** The questions in the PDA survey were based on information gaps and priority issues related directly to Oxfam's current and planned programming in Jordan. Questions were further adjusted and weighed against pre-existing information that was compared through a literature review on recent humanitarian reports and statistics. Some questions were location-specific to either Za'atari Camp or host communities due to the nature of the living conditions.

The survey questions were designed to include a variety of approaches to try and capture a more nuanced understanding of the issues. The survey question formats included the following:

- Basic "yes" or "no" questions
- Predetermined multiple choice questions
- Value statements with choices from "strongly agree" to "strongly disagree"
- Optional text, allowing additional responses instead of predetermined answers.

Additionally, enumerators usually held a short discussion on priority concerns with each household after the completion of the survey. Notes were taken and captured by the research team leader during daily debriefings.

Random sampling underpinned the majority of the PDA survey, but a limited degree of purpose sampling was introduced which specifically targeted female-headed households or households with disabled individuals. This aimed to ensure that their views were also captured in the study.

- **Focus Group Discussions:** The specific FGD questions for Za'atari Camp and host communities were adjusted based on PDA questionnaire data, taking into account preliminary results. This allowed Oxfam to fine-tune FGD questions to better understand the rationale behind the quantitative information.
 - Za'atari Camp FGDs: A total of 12 FGD, with 109 participants, were held in Za'atari Camp. Four FGDs were facilitated in each of the three districts visited, and purposive sampling criteria separated groups by sex and age. The age categories were 14-17, 18-59, and over 60 years old. The selection of individual participants corresponding to the FGD group criteria was based on random selection by Oxfam staff and a degree of snowball/convenience sampling through community leaders.
 - Host Community FGDs: A total of 12 FGDs, with 115 participants, were held in host communities.⁷ Participants in FGDs in host communities were randomly selected from Oxfam's beneficiary database, but a degree of geographic convenience sampling was used in Zarqa considering transport for refugees to the venue would be a limitation.⁸ Transport related limitations also prevented FGDs from being separated into specific age categories. Groups were therefore only separated by sex and field teams attempted to invite a diverse range of ages from randomly selected households in order to ensure youth, adult and elderly individuals participated.

2.2 Quality Control

In order to ensure the standardisation of data capture, to minimise the risk of introducing data bias and prevent privacy concerns, the following steps were applied:

- Enumerators received the following trainings:
 1. A one-day training on using electronic handheld data capture, including a practice session.
 2. A one-day training on the quantitative survey questionnaire to assure the teams fully understood questions and how to properly re-phrase questions if required.
 3. A one-day training on facilitating FGDs and probing respondents for nuances with follow-up questions. Key techniques were highlighted and a practice session was conducted.
- All FGDs were recorded electronically, with the consent of participants, to verify accuracy of debriefings. Recordings were deleted after the completion of the report.
- The research team leader randomly selected FGDs to sit in on and verify enumerators properly conducted the discussions.
- Daily debriefings were conducted after each PDA survey to document any additional qualitative information captured. Daily debriefings were conducted after field teams completed FGDs.

2.3 Ethical Standards and Data Management

Safeguards were put in place to ensure the safety of enumerators and participants remained at the centre of the data capture. Before all interviews, respondents were informed of the nature of the study and the voluntary basis of their participation, which could be stopped at any point

throughout the interaction. It was also made clear that no direct benefit or assistance would be associated with participation. Youth respondents (ages 14-17) were asked to partake in the survey in the presence of their parents for consent. Direct questions on violence (domestic or external threats) were not posed. Only general inquiries into impact of displacement on family relations and a general sense of security were asked, and this evoked some participants to describe their experiences under their own volition and comfort levels. Enumerators were requested to inform the lead researcher for referral to specialised partners if any participant requested help or cause for concern was identified.

All data (notes and transcripts) was treated in a non-attributable and anonymous matter. No names of participants or details on protection-related incidents were documented, nothing besides general locations and demographic groups were registered, e.g. women from Zarqa. Recorded FGDs data was only used as temporary quality control and was deleted at the completion of the report.

2.4 Limitations of the Study

This report provides a comprehensive analysis of refugee perceptions for only the targeted themes covered in the study and in the locations in which it was conducted. The results do not statistically represent the overall refugee population across Jordan due to the study's geographic scope, however most of the issues raised throughout this report are indicative of shared challenges and priority gaps facing refugees in Jordan.

A summary of the study's limitations:

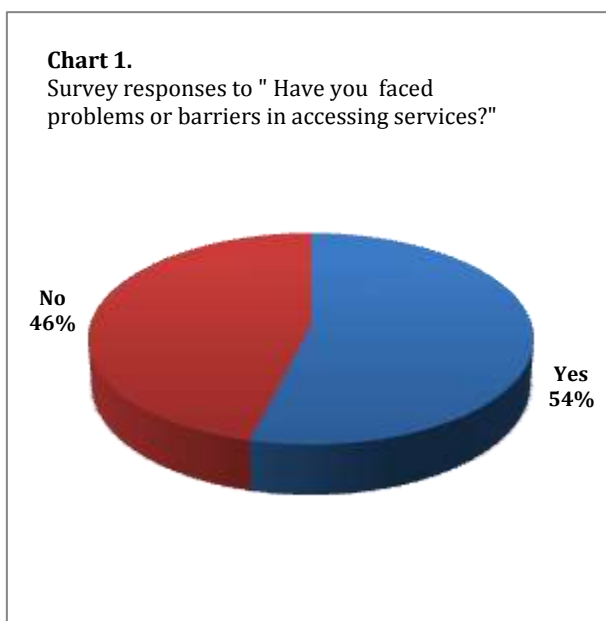
- Refugee statements or recollections of experiences with service providers could not be verified. Corroborating the information may have given rise to new information, but the primary focus of the study was on the subjective perceptions and understandings of refugee.
- The captured information is based primarily on household survey data and FGDs with youth, adults and elderly persons from specific locations. It does not statistically represent the views of the entire refugee population.
- Key informant interviews were focused on Oxfam staff and other service providers who are directly working on relevant issues within the geographic area of interest. The information provided from key informants does not represent the views of all service providers nor does it cover all areas of assistance.
- The reliance on household surveys as opposed to individual refugee interviews meant information was generally based on the opinions of heads of households, if available, and possibly at a detriment to differing opinions from other family members.
- Due to practical transport limitations on conducting specific age group FGDs in the host communities, groups criteria was based solely on sex, and ages were mixed together. This may have caused certain age-specific issues to be marginalised or caused some participants to be less vocal.

3 ZA'ATARI CAMP FINDINGS

Za'atari Camp opened in July 2012 and currently accommodates approximately 80,000 to 100,000 refugees by recent estimates across 12 districts covering more than 530 hectares. Families reside in both tents and prefabricated caravans. Oxfam started providing water and sanitation services in January 2013 within District 6, installing a water distribution network and the construction of wash blocks and latrines, in addition to supporting WaSH committees and hygiene promotion. In November 2013 Oxfam expanded into Districts 7 and 8 with transfer of WaSH and solid waste management committees from ACTED.

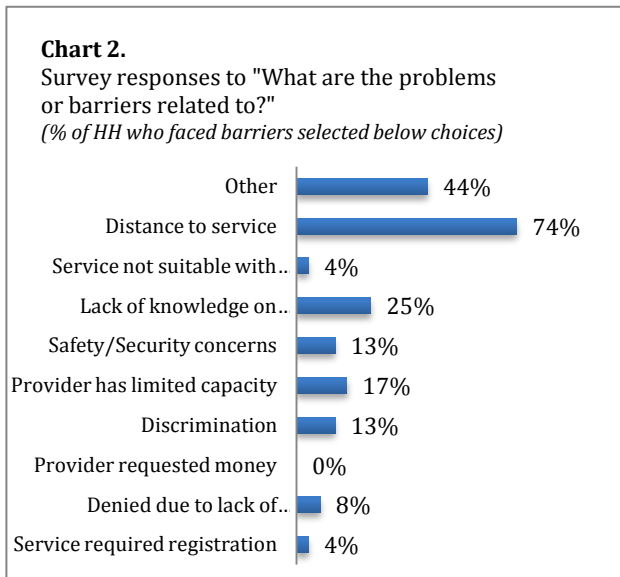
3.1 Camp - Access to Services

Various humanitarian agencies, government entities and other organisations are providing basic services within Za'atari Camp. The three districts visited are hosting communal latrines and kitchens, receiving water, sanitation and hygiene support at the block level. Schools and child friendly spaces are provided at centralised locations within each district. Outside of the district centres, but within the perimeter of the Camp, agencies have established NFI and food distributions, medical services, youth/non-formal education centres, and security/police offices. Other services are provided on an individual basis when the need arises, such as support to disabled persons or protection-related assistance.



Respondents in male and female FGDs reported being able to use or benefit from the services presently available in Districts 6, 7 and 8 of Za'atari Camp. However challenges do exist as almost 54% of all respondents felt they or their family members were facing barriers or problems in accessing available services (see *Chart 1*).

Amongst the surveyed refugees who felt there were difficulties in accessing services, distance to services was selected by 74% of the respondents, lack of information on services by 25% (*discussed in section Access to Information*), capacity-related gaps by 17%, and both discrimination and safety concerns were selected by 13% (*discussed in section Safety and Security*). Of the 44% who selected *Other*, the majority of respondents referred to crowds and disorganisation at distribution sites (see *Chart 2*). The challenges discussed below cover the most frequently mentioned sectors:



Medical Services: Problems related to medical services were repeatedly highlighted across all FGDs. The primary issues were distance to medical offices, the inconsistent quality of services including staff behaviour, and the limited capacity of providers to address both the number of patients and their medical conditions.

Distance was highlighted by both sexes and all age groups as an issue, particularly in relation to elderly or disabled persons or when emergency treatment is required, as refugees stated ambulance services are always delayed. Many refugees also complained of the disrespectful or apathetic treatment by some staff at medical facilities. Anecdotal accounts describe doctors as, “providing pain killers for everything, but not actually examining or treating the patients.” The overwhelming challenge drawn out in FGDs was the excessive waiting periods, with refugees stating they must arrive at centres at dawn and wait until the evening to receive an appointment, or even return the following day.⁹ Refugees also believed the medical facilities have insufficient capacity to treat medical needs, especially chronic conditions, childbirths and dental support.¹⁰ A surprising issue is that some refugees who have not yet used medical facilities in the Camp choose to go directly to private clinics due to rumours or second-hand accounts of the above mentioned issues, despite having limited financial resources to travel outside the Camp and pay for medical services.

Distributions (NFI/Food): The challenges refugees cited with regards to NFI and food distribution centres are as follows: distance or waiting periods, security concerns associated with crowds or harassment, and lack of sufficient food, and female-specific items (e.g. sanitary pads) diapers for infants and adults with disabilities or the elderly. Participants in FGDs and additional information captured during PDA surveys consistently described distributions as “crowded”, “chaotic” and “disorganised” and were also concerned by the occurrence of fights, thefts and in some cases police interventions.¹¹

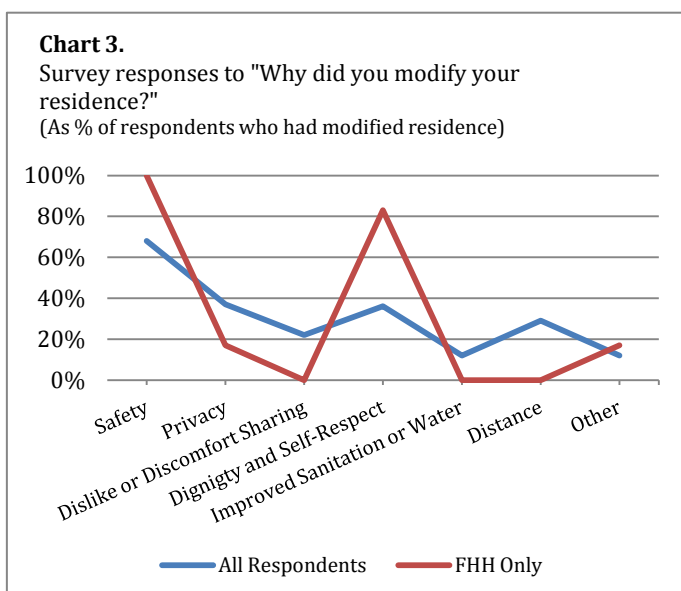
Families generally sent males to collect items, but both adult women and adolescent females were often sent to distributions if men/boys were not available.¹² Mothers claimed they often gave ration cards to their adolescent sons or daughters to pick up items, while they remained in their residences caring for infants.¹³ Other women highlighted the general difficulty distributions posed to divorced or pregnant ladies, as they neither could easily leave their caravans for long durations and wait at distributions.

Refugees mentioned NFI distribution staff sometime treated them poorly, but refugees also stated they understood staff were under significant stress during these activities. Some refugees even claimed that children or adolescents either sent by adults to collect goods or just loitering around distributions, often caused problems or provoked NGO staff.

Distributions taking place directly in the Camp districts, e.g. caravans, were also cited as a significant issues. Refugees said these kinds of distributions often relied on street leaders to identify beneficiaries and they were not reliable and abused their position to favour certain families. An interviewed family in the camp had even moved to another district due to problems associated with the street leader. When asked if refugees could complain to street leaders, the family said one man was beaten with a stick after challenging the street leader, so nobody confronts their authority anymore.

Water and Sanitation: Water and sanitation services in Za’atari Camp are comprised of water and latrine infrastructure, maintenance and hygiene of facilities, and water delivery. The main access issues raised by refugees were security and privacy concerns which are heightened by increased distance to facilities, the quality of infrastructures, the hygiene/cleanliness of facilities and water delivery.

While 74% of respondents agreed or strongly agreed with the statement, “I am satisfied with water and sanitation services in my district”, numerous issues were raised and data from this study shows that 20% of survey participants had already constructed private latrines and 16% private showers in their caravans, specific to FHH the rate of modification for latrines dropped slightly to 18% and 12% for showers. The more comprehensive Knowledge, Attitudes and Practice survey conducted in November 2013 indicated closer to 50% of all families in Districts 6,7 and 8 have constructed private latrines/showers.¹⁴ Additionally the majority of other refugees indicated they too would construct private water/sanitation facilities in their caravans if financial resources were available.¹⁵ When asked why they had modified their residences, 68% selected safety concerns, 37% for privacy, 36% for their dignity and self respect, 29% to be closer to their residence, 22% disliked or feel uncomfortable sharing facilities, while only 12% to improve sanitation or water access. When disaggregated for female headed households only, they overwhelmingly chose safety and for ensuring their dignity and feeling of self-respect (see Chart 3). Security-related concerns and perceptions are discussed in further detail in the following section.



The quality of infrastructures was a point of frustration for refugees, as they felt it directly impacted their feeling of safety and privacy, and increased their dislike for sharing communal facilities. The difference in the quality of fully constructed concrete units in District 6 and pre-fabricated structures in Districts 7 and 8 was significant. Oxfam constructed concrete units with refugee consultation, thus they allow light to enter through transparent roof panels and are

easily maintained. Prefab units in contrast are not easily modified nor repaired, difficult to clean, and water pipes and tubing for latrines/showers was often cemented directly into concrete bases without a connection to water sources - rendering them useless - and forcing refugees to carry water from outside sources. Theft and vandalism is also very prevalent in prefabs as piping and fixtures are all exposed and insufficiently secured to panels.

Oxfam's WaSH committee members cited losing motivation due to poor quality.¹⁶ Understandably, they did not consider the cleaning of non-functioning facilities as a worthwhile exercise. The continuous theft of taps, pipes, latrine/shower doors and locks in prefabricated units further compounded the situation. One member described his responsibilities in the committee as almost pointless, while another who had given up on trying to dissuade refugees from stealing material said, "my words are like the wind, nobody listens because they steal to construct their private latrines."

The theft of material from constructed and prefabricated units comes as a significant detriment to women's access. Women and girls described feeling ashamed and scared having to use facilities without stall doors or functioning locks. They felt vulnerable when collecting water outside shower blocks and carrying them into facilities, as men would know that they would be showering. As a precautionary measure females attempted to use shower/latrine units in groups and not go at night, while others would push for their families to construct private bathrooms - increasing the theft of materials.

Water delivery by ACTED and its implementing partner was also raised by refugees and WaSH committee members as problematic. They claimed that trucks often arrived late and missed deliveries. Some believed unsanitary trucks contaminated water, but the most repeated concern was the routine overflowing of water tanks that left stagnant water and mud around latrine/shower units. One NGO worker who regularly observes the over-filling of water tanks estimated that it wastes 20-25% of water.¹⁷

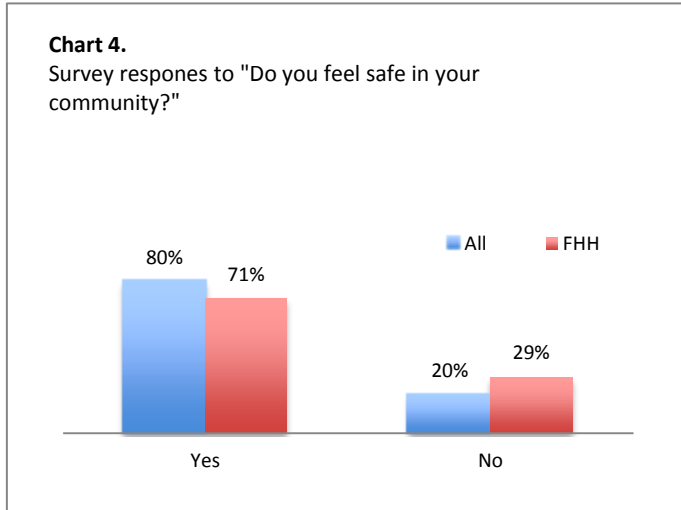
Communal Kitchens: FGDs provided limited information on the use of communal kitchens and survey results indicate that approximately 24% of participants believe safety concerns prevent them from using the facilities (see Chart 4). The points that were raised included insufficient gas (either not provided by humanitarians or gas canisters were stolen.) and a lack of lighting inside and around the kitchens. A systematic issue that seems to explain in part why some families prefer to construct cooking areas in or adjacent to their residences is that the communal kitchens are locked from evening hours until the morning sunrise. As refugees are forced to cook dinners at their homes during the evening, those with the means to buy their own gas or cooking fuel (e.g. wood), eventually discontinue using the communal kitchens altogether and cook all meals in their homes.

Education: Education is provided in all three districts visited for the study. Schools have classroom units and child-friendly spaces for outdoor recreation activities. Refugee interviews suggested the existence of a few barriers and 15% of survey respondents claimed safety concerns impact access to schools and child friendly spaces.

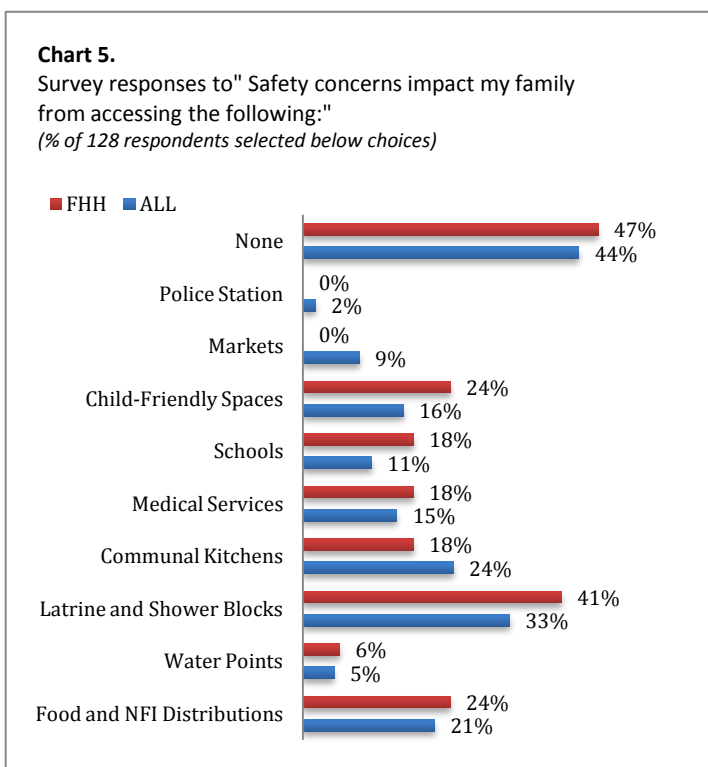
Understanding why children do not attend school is based on multiple and sometimes overlapping reasons. Concerns regarding security are related to distance to/from school as boys and girls claimed bullying or harassment from other children or adolescent males. Culture along with employment opportunities overlap to keep children out of schools; many families stated that back in Syria they did not send their kids to school, and this is reinforced in Za'atari Camp where children are often a source of income for families through informal employment.¹⁸ Some parents said they no longer send children to school because there are insufficient schoolbooks and materials are not provided to students. Female youth FGD participants also claimed that teachers berate students and corporal punishment occurs, despite complaints directed at both teachers and school directors. When asked if discussions with school directors were effective, they said this often made the situation worse as instructors would find out and get angry with them.

3.2 Camp - Safety and Security

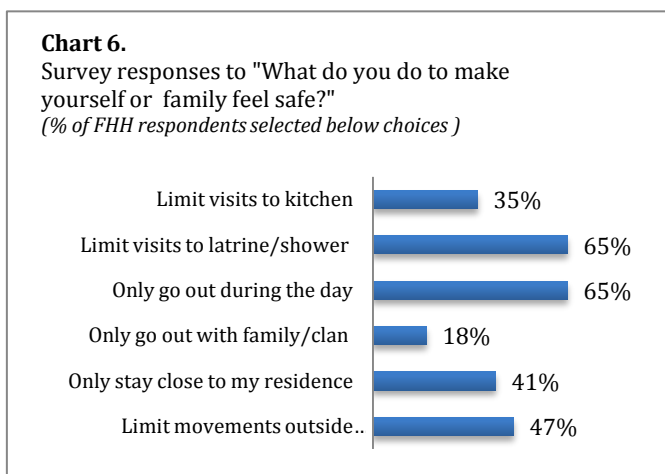
Almost 80% of survey respondents said they felt safe in the camp, disaggregated for FHH this dropped to 70% (see *Chart 4*). Female FGDs suggest insecurity is mostly linked to latrine/shower blocks and communal kitchens. Close to 35% of FHH disagreed with the statement, “I feel safe visiting my latrine/shower block”, and 35% disagreed with the statement, “I feel safe visiting my district communal kitchen.”¹⁹



Women’s fears were based on the lack of lighting, “men or adolescent males hanging out near bathrooms”, poor hygiene of facilities, and fear based on rumours.²⁰ Linked to this fear are cultural habits that dissuade women from using communal facilities, mostly their need for privacy. Female FGD participants mentioned only one specific attempt of physical violence, but the same group also stated that violations against women are rarely discussed, even amongst family members because of the stigmatisation and shame. Interestingly, fear and insecurity were often described across numerous women’s FGDs as coming from a general sense of *paranoia* or a constant feeling that someone is watching them when they are in exposed situations, i.e. using bathrooms or undressing in caravans. This feeling was closely associated with a lack of dignity; the two phrases were often together or used interchangeably in FGDs.²¹

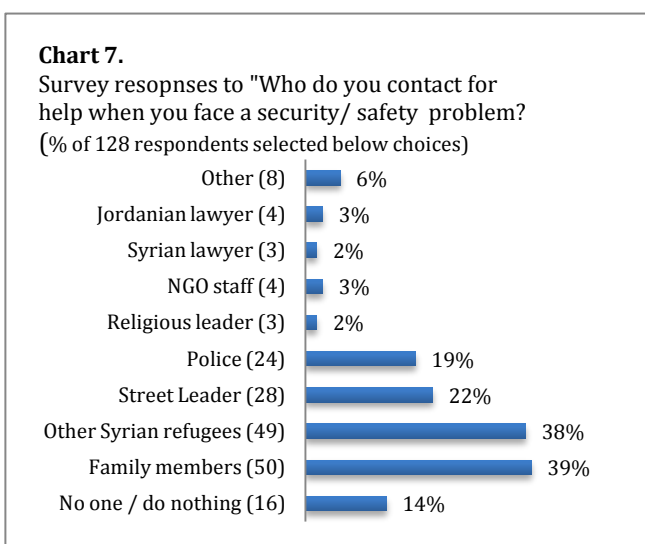


Women use a variety of coping strategies to feel more secure or comfortable regardless of the various interpretations of insecurity. Survey results show that 65% of FHH limit their use of latrine/shower blocks or only go out during the day, while 47% limit their overall movement outside their caravan/tent and 41% will only move within a close proximity to their residence (see *Chart 6*). This could explain why refugees are constructing private latrines and showers.



When asked if security had changed over the past two months, 72% felt there was no change, 20% felt increased security and 8% felt more insecure. Heightened security was related to recent Jordanian police foot patrols, families moving into caravans, and befriending neighbours. Insecurity correlated with the spread of rumours, fear of wild animals in the camp at night and incidents of theft.

Relationships with the Police²²: Refugees expressed mixed feelings on the presence of Jordanian police in the camp. The majority of persons would seek help from family members or other Syrian refugees (non-street leaders) if confronted with a security concern, while only 19% of total survey respondents, and 24% of FHH, would seek help from the police (see *Chart 7*).



Explanations from FGDs varied. Elderly males tended to appreciate the presence of Community Police foot patrols and were very happy with a new refugee group initiative called "Friends of Police." Adult (ages 18-59) males on the other hand indicated that family clans resolve safety issues themselves. Adolescent boys went on to explain that their fathers try to avoid police as much as possible because they are still traumatised by experiences with Syrian police and fear that they will be threatened with deportation by Jordan police if caught working or they have confrontations with Jordanian citizens.

Female opinions also varied. Participants in one youth female FGD agreed that police were appreciated as they helped mediate conflicts, while another group alleged that they were harassed by police at distribution points. Adult women said they had lost trust in Jordanian police when tear gas and physical interventions were used during a distribution; it had reminded them of their trauma in Syria and the behaviour of regime police.

3.3 Camp - Access to Information on Services and Refugee Participation Platforms

The context for information dissemination and community engagement in Districts 6, 7 and 8 is marked by an assortment of agencies using their own approaches to reach the refugee population. Channels of information range from flyers, word-of-mouth, household visits, random encounters, and loudspeaker announcements to name a few. Information is essential in order for refugees to know their rights and understand what services are available in the Camp, yet many feel they still need information on key sectors and do not have access to reliable, consistent sources of information. Information gaps and weak dissemination mechanisms allow rumours to easily spread amongst the population.

Initiatives to improve strategies and coordination between partners are under way. It is a gap that most partners seem to acknowledge, yet without a matching prioritisation of resources and finances.

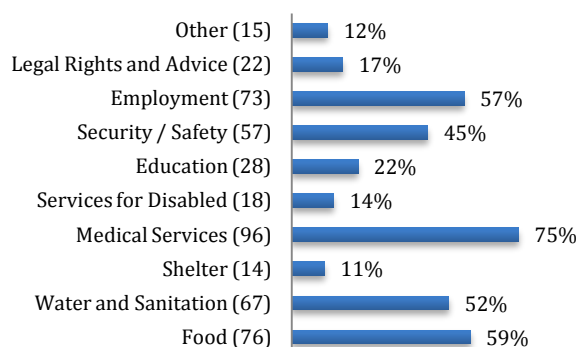
Recent developments include: the Community Mobilisation Working Group, led by IRD, is a forum where partners are brainstorming ways to improve a broader participation of refugees, including WaSH Committees. JEN/UNHCR is trying to begin the publication of a refugee magazine for the entire camp. UNHCR Protection and Mass Communications have spoken of developing a Za'atari Camp orientation package and information video for new arrivals but neither activity has come to fruition as of the writing of this report.²³ Interviewed field staff suggested that most efforts by UNHCR Mass Communications team have concentrated on external media or visibility, and have yet to focus on beneficiary communications. Thus a recent UNHCR / REACH refugee communications survey is a welcomed activity. The survey will be shared with partners to improve beneficiary outreach and awareness material. There are concerns however the GoJ/security forces may delay the survey.

Another promising activity is the creation of GoJ/UNHCR community district centres that will support proposed camp governance meetings and centralise district-level information. Unfortunately the project has received little traction despite considerable planning; once again delays may be linked to GoJ/security force decision-making.

Specific to Oxfam, field operations do not have a dedicated structure for information dissemination and community feedback because the team's efforts focus on supporting WaSH Committees and solid waste management. Nevertheless, senior staff have led information dissemination and feedback initiatives themselves by investing time within districts, developing rapport and trust with refugees that underpin information flows. This was especially the case when Oxfam was only operating in District 6, but with the expansion of Oxfam into Districts 7 and 8, the capacity for experienced staff to directly engage beneficiaries has been dramatically cut and the organisation is losing the credibility and trust it once had.

Chart 8.

Survey responses to "What are the most important services you need information on?"
(% of 128 respondents selected below choices)



3.3.1 Priority Information Needs

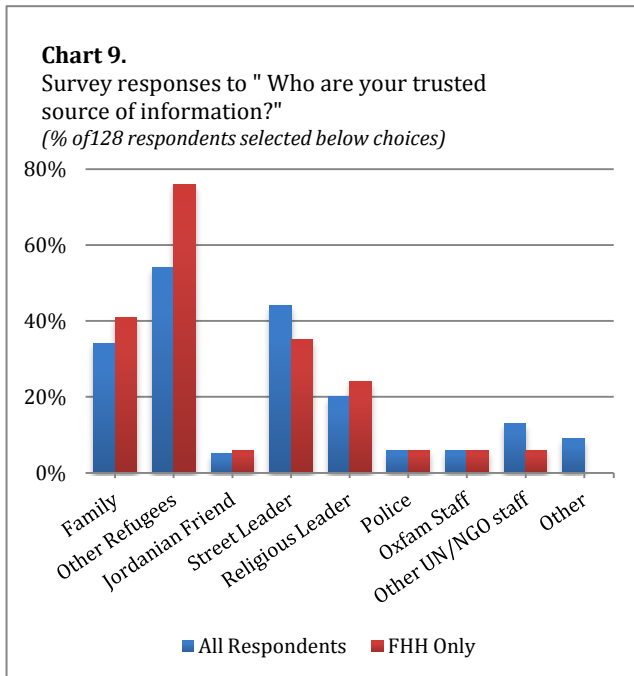
Chart 8 shows the services that refugees felt they need information on. The most important sectors were: medical services at 75%, food distribution at 59%, closely followed by employment related information at 57%, water and sanitation at 52%. Specific needs were based primarily in relation to the barriers and problems discussed in section 4.1 Camp - Access to Services. Below are some highlights from FGDs on key information gaps:

- **General Knowledge:** The overall message from FGDs is that refugees need a better understanding and overview of services in the camp. This included the basic 4ws: who, what, where and when, additionally what to expect from providers in terms of quality and how to provide feedback.
- **Distributions:** Women expressed a desire to better understand when and what types of items are distributed, and how to engage humanitarians because they felt food distributions were not sufficient and not always appropriate. Young women and older girls wanted to know how to replace lost or stolen voucher cards. Men were concerned with understanding how caravan distributions were being carried out because they felt they were unfairly allocated. Youth boys suggested their parents require improved sensitisation on using limited NFI materials, because they are not efficient or do not ration properly, and they continue with consumption levels from Syria.
- **Employment Related:** While refugees in FGDs knew they were not allowed to work without permits, numerous said they wanted to understand why they were prohibited and how to have access to permits or livelihood alternatives. Further, rumours about work permits often led participants to think the only requirement for a permit was sufficient cash to pay for the fees.
- **Legal Related:** As many men were working under threat of deportation, there was a desire to know what kind of legal protection they had against refoulement. Many respondents also requested information on obtaining childbirth and marriage certificates.
- **Medical:** In addition to asking how they could make suggestions or formal complaints about medical services, both men and women requested information on specialist services that treated chronic conditions or for procedures not provided in the Camp. Elderly male respondents specified the gap in understanding their medical rights and how to ensure they are respected. Females desired information on medications and why some are not available.

3.3.2 Delivery of Information

The way information is delivered provoked numerous discussions in FGDs. Most group participants cited the general lack of information, a trend that started upon arrival where they only received information on vaccinations by IOM and were told where they would reside by UNHCR. No initial information or orientation package on camp life, services or a listing of organisations was provided. Participants said they entered into their districts with little knowledge and eventually received information from neighbours or street leaders.

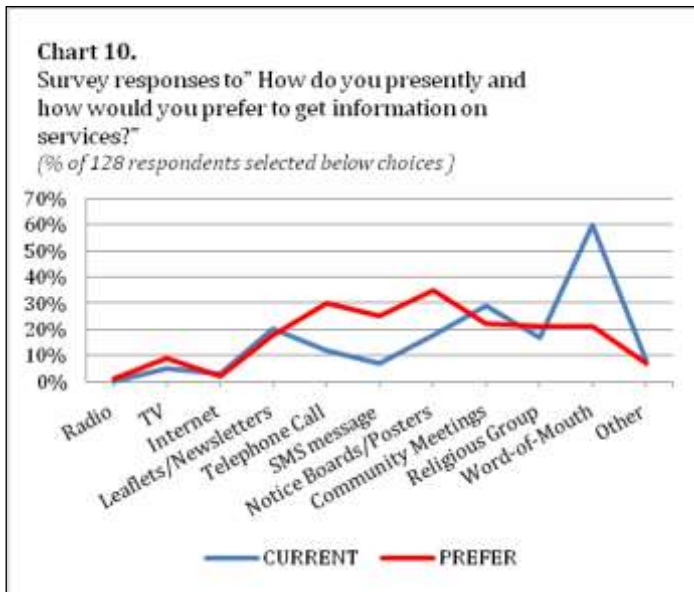
All FGDs indicated that information flows in the Camp are overly focused on street leaders and ordinary refugees are reliant on getting time-sensitive information by word-of-mouth, which is not reliable.²⁴ Many refugees feel there is a disproportionate use of street leaders by providers to disseminate vital information. Survey results indicate that only 44% of surveyed HH thought street leaders are a trusted source and this dropped to 34% for FHH (see Chart 9). Furthermore, youth and adult women indicated that a reliance on male street leaders to receive or - just as importantly - transmit female-specific concerns was restrictive. Male youth said that NGO/UN staff turned down requests to speak, telling them saying, “concerns should be voiced through your street leaders.” Elderly men in FGDs went so far as to state that, “older refugees do not convey the concerns of youth, and males do not convey the concerns of women.”



Cultural practices and social roles were identified as barriers for women in accessing information. In addition to limiting their presence outside caravans, women stated that it is not acceptable for them to pro-actively approach unknown male staff and many said it was common practice even back in Syria to not engage strangers. Women suggested that overcoming this would require field staff to formally present themselves to families, indicate who they are and wear visible humanitarian logos or vests.

When asked to identify how refugees would prefer to receive information, word-of-mouth dropped from its current level of 60% to only 21% (see Chart 10). Refugees thought NGOs should diversify their communications approach and create a range of tools to deliver information in a more neutral and egalitarian manner. For example, elderly male and youth female FGD respondents preferred to get information either at the mosque, which they visit daily, or through the mosque speaker. Most groups appreciated organisations that provided flyers or sent SMS texts which could be re-read to and shared with others; this was also raised explicitly for deaf individuals.²⁵ Illiterate refugees underscored the need for organisations to invest in well-trained community liaisons or staff that were dedicated to providing information and answering questions. In relation to continuity, refugees requested the establishment of a

permanent district-level information centre that could consolidate information and complaints. They also asked for dedicated/assigned staff to certain districts, which would allow refugees, especially women, to develop a sense of trust and rapport with them, instead of frequent staff rotations.



Many participants mentioned that they would prefer to be informed directly by providers, but trusting staff would be a gradual process based on regular dissemination of reliable information and positive experiences. Further insights into why refugees distrust humanitarian actors are below.

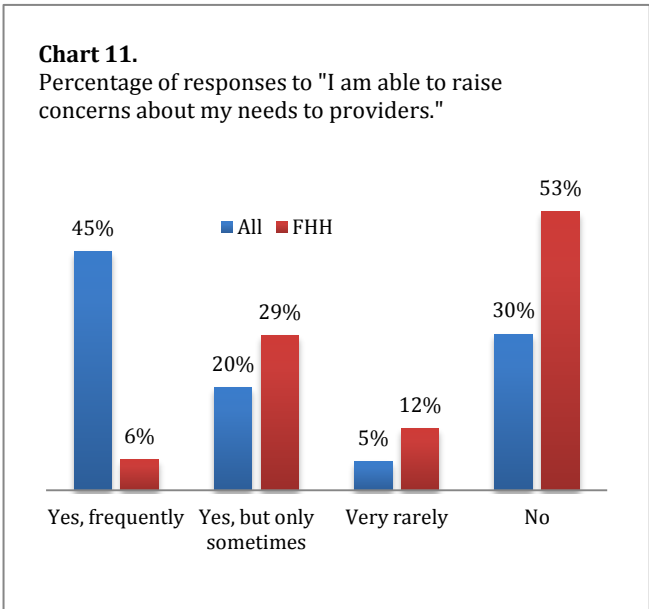
3.3.3 Relationship with UNHCR and NGOs

Only 13% of survey respondents selected UN/NGO staff as one of their most trusted source of information on services and of the 9% that selected *Other*, almost all indicated not having any trusted sources (see Chart 9). Numerous factors explain this including the lack of basic information for newly arrived refugees. Often other refugees' unfavourable experiences with providers are conveyed to them as the first source of information on camp life. This was described as engendering a sentiment of pessimism that discourages newly arrived refugees from engaging humanitarians even when opportunities are created.

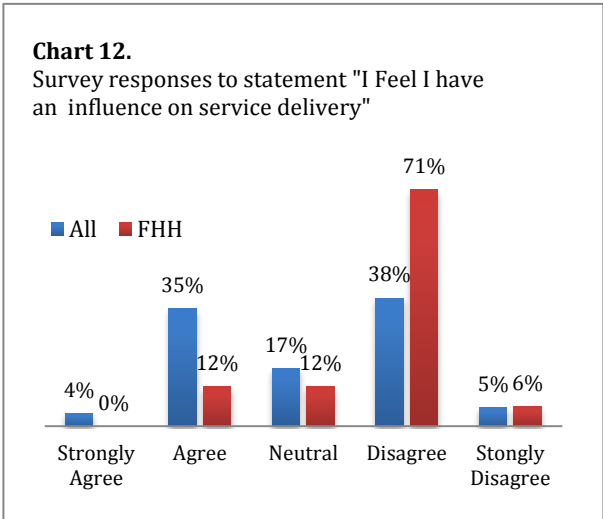
Some refugees felt they provided feedback in meetings but have yet to see any changes, while others raised questions to field staff who could not provide answers or made unrealistic promises, and that hotlines were not answered. While FGD outcomes were overshadowed by feelings that providers don't listen or respond to refugee needs, survey results were slightly more positive with 45% of respondents agreeing with the statement, "I am able to raise concerns about my needs to providers."

3.3.4 Feedback and Refugee Participation

Refugees judged feedback mechanisms by the provider's accountability and capacity to address gaps. FGD responses on the topic varied: some groups focused on the lack of effective feedback mechanisms while others were more optimistic requesting the development of new forums for engagement. Typical negative remarks claimed that humanitarians provide but do not listen and that field staff leading meetings are not senior enough to make decisions or meetings were often unproductive.²⁶



However numerous participants emphasised a desire for NGOs to increase engagement initiatives, improve feedback mechanisms, and more than 90% of household respondents were willing to meet service providers.²⁷ Women and youth stated they were often overlooked by providers and limited by cultural practices or parents, but they believed they could contribute if provided a forum where they could exchange views.²⁸ Women in general felt they also have fewer opportunities to raise concerns to providers compared to men; 53% saying they do not versus 30% for men (see Chart 11). Men appreciated those organisations that engaged them, but wanted improved standards that ensured meetings had clear objectives, identified actions and achieved results. Perceptions on whether refugees could actually influence service delivery were more mixed though, 39% feeling they could and 43% disagreeing. Separating the data for female households, more than 75% felt they had no influence on services (see Chart 12).



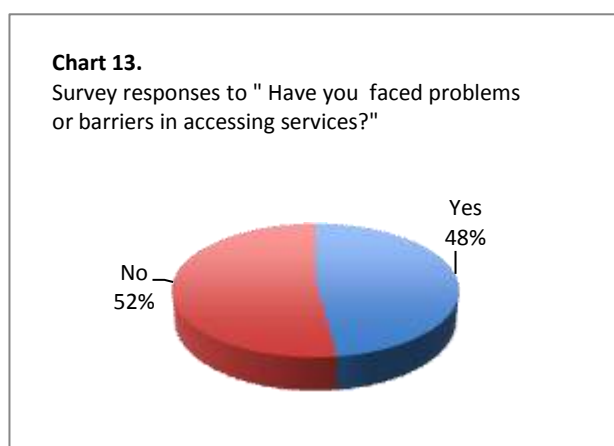
4 HOST COMMUNITY FINDINGS

Close to 400,000 refugees are living across Jordan in dispersed urban host communities or tented informal settlements. Most are concentrated in the northern and central regions, with the largest populations in Mafraq, Irbid, Amman and Zarqa governorates. Oxfam is currently working in Zarqa and Balqa governorates, and also providing direct assistance to informal settlement in the Jordan Valley and Jawa (south-eastern Amman). Programming is based on WaSH and cash assistance, and field teams are also supporting a partner agency (ARDD-Legal Aid) in facilitating peer groups, legal assistance and community mobilisation activities.

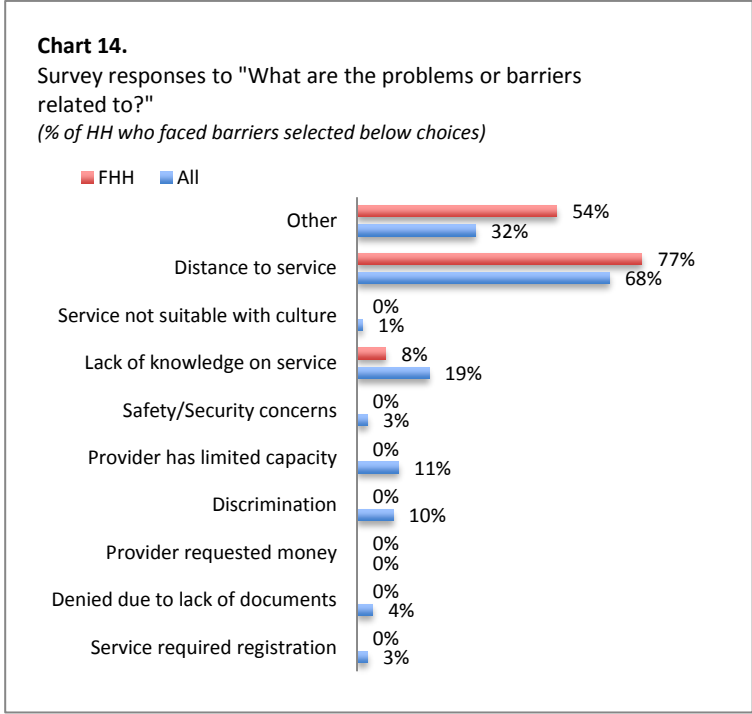
4.1 Host Community- Access to Services

Refugees within the areas of study receive a range of services in varying quantity, quality and barriers. The overall provision of services is neither as comprehensive nor as coordinated as in the Camp. This is due to the wide distribution of refugees, the sheer geographic size of the areas, and the diversity of providers. International NGOs, government institutions, local community based organisations (CBOs), private for-profit services and individual philanthropists all operate within the governorates of Zarqa, Balqa and informal tent areas of Jawa and the Jordan Valley. At the time of writing, UNHCR was supporting two field-level coordination structures based in Mafraq and Irbid, leaving the majority of the host communities in other areas without basic mapping and SOPs on cooperation and information flows.²⁹

Almost all survey respondents and participants in both male and female FGDs reported receiving some level of assistance in their respective locations. The majority benefit from initial UNHCR registration and as a result are entitled to WFP vouchers, free primary and emergency medical care in public institutions, and - for those meeting certain vulnerability criteria - cash assistance. However, refugees face barriers to available services, some of which are specific to urban life - indeed 48% of survey participant felt they or their families were facing barriers or having problems in accessing needed services (see Chart 13).



Amongst those that felt there were barriers to services, distance to service locations was the most frequently cited at 68% for all respondents and 77% for female headed households only, this was followed by *Other* at 32% and 54% respectively (NB: most respondents for *Other* explained response with issues related to transport). Nineteen per cent (19%) of refugees mentioned insufficient choice or lack of knowledge on services, while 11% claimed providers had insufficient capacity to respond to their needs. Ten per cent (10%) claimed they faced some kind of discrimination (see Chart 14).



FGDs corroborated the general concern of distance, which is primarily affecting medical and voucher assistance, but also highlighted problems associated with UNHCR registration, excessive numbers of NGO/CBOs providing uncoordinated assistance, and a lack of transparency. Refugee settlements in the Jordan Valley were particularly vulnerable to challenges associated with distance due to their isolation. Discussions suggest that barriers in the host communities are more prevalent than the percentages above may indicate, and constitute a greater difficulty than similar barriers within Za'atari Camp.

The most repeated challenges in relation to either sector or particular issue are discussed below:

Medical Services: Many of the problems related to medical services parallel those within Za'atari Camp, including distances to larger public hospitals, the inconsistent quality of service including staff behaviour (discrimination) and the limited capacity of providers to address both the number of patients and their medical conditions. These challenges, along with the need to present valid UNHCR documents, are the main reasons why families spend some of their limited financial resources on private medical assistance, including transport costs.

Male refugees in Zarqa raised concerns about poor treatment by staff at some hospitals. Overall, they prefer to save money for transport and go to Amman, where hospitals are said to offer better care. In Safot, males noted that the most vulnerable persons suffer unnecessarily from registration renewal gaps, which may take three to six months. They alleged that a new born was denied vaccinations due to his mother's expired refugee card. Concerns were also raised about the lack of quality control of pharmacies in Baqaa. Refugees claimed that pharmacies would either provide medications, but falsify official receipts with higher quantities, or refuse to provide medicines for free.

Females in Zarqa specified the poor treatment they receive at hospitals, and in addition they alleged that staff at some health facilities have their own interpretation of the type of services refugees are entitled to. They alleged one community member was denied child delivery assistance and out of desperation travelled to Amman to give birth. In Safot, females claimed that they are pushed to use private clinics because of the discrimination from medical staff. In Baqaa, females said refugees are trying to boycott certain hospitals because of poor treatment and a lack of quality assurance, leading to feelings of exploitation.

Education: Access to free primary education, if parents decide to send children to school, is generally ensured in Zarqa and Baqaa according to respondents. Most interviewed fathers did not report major issues, saying that a 2nd school shift accommodates their children, but some said they prefer to send their children to work due to bullying at school. Mothers in various FGDs claimed that children are systematically reduced a grade-level, even without placement exams. Parents specifically mentioned how Save the Children has overcome complications through a reliable complaints and documentation hotline, which is followed up by liaison staff who speak to school officials on behalf of refugees.

The situation in the informal settlements of the Jordan Valley is unfortunately different. Due to the isolation of communities and their placement around agricultural land, distance to schools is prohibitive. Fathers reported sending their children to work on farms instead. Bedouin leaders and mothers said they value education for their children, but their lifestyle is not urban-based so the most appropriate solution is for humanitarians to support informal schools run by Syrians. Refugees in the informal settlements in Jawa repeated the request to support informal education. In their community, a Bedouin teacher had established a tent-based school that charges 10 JOD/month per child to cover costs. While the fees are minimal, some parents still cannot afford to send all their children to school.

Voucher Distributions: All FGD participants raised serious concerns over difficulties claiming food vouchers at distribution centres. In addition, refugees referenced distance and transport costs as a challenge, especially from the informal settlements in the Jordan Valley. Some individuals said it has taken up to two days to claim vouchers, multiplying expenses and causing them to lose two days worth of wages. In general the distributions were described as disorganised and crowded, and participants requested UNHCR/WFP to provide cash assistance via ATM cards system instead.³⁰

Voucher Use: Once vouchers are collected, refugees reported facing another set of barriers in using them at designated vendors. All FGDs in Zarqa alleged exploitive and manipulative practices by vendors. Refugees alleged either paying higher prices or being overcharged with fictitious items. Females in Safot and Zarqa also alleged that shop owners prevent them from selecting fresh, quality fruit and vegetables, as these were only available to “paying customers”. Refugees are obliged to choose from older stocks or those of inferior quality.

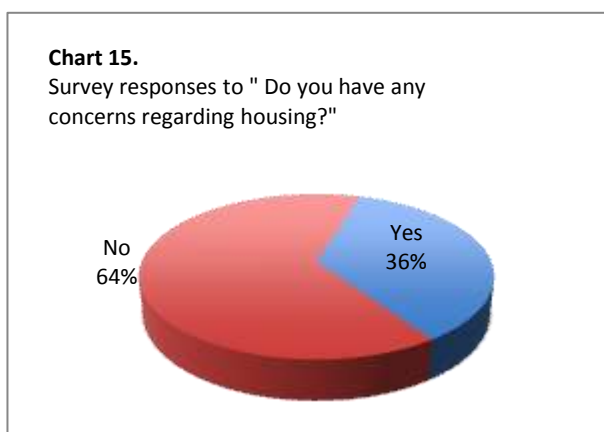
Male and female participants from Zarqa, Safot and Jordan Valley, and males from Jawa, all expressed frustration about not being permitted to buy snacks for their children. There was an outpouring from parents saying that being able to provide sweets is fundamental in their role as parents and expected by their children.³¹ Hygiene items and diapers, for both infants and elderly, were also needed, but not available through vouchers.

Registration and Documentation Numerous problems with registration and renewals were discussed in FGDs including:

- **Expiration of Refugee Documents and Gap Before Renewal:** When registration documents expire refugees are required to renew their registration at UNHCR field offices. Currently the gap between expiration and renewal is averaging three months, but may be up to six months. According to refugees, they are denied medical assistance from public hospitals and may not receive cash or food assistance during this period.
- **Re-Registration Required After Re-location:** Many urban-based refugees move repeatedly in search of cheaper accommodation. The reallocation is often within the same district or municipality, however, moving between governorates is not uncommon. Refugees are required to re-register and update their documents at police stations after moving. If documents are not updated with their new residence local services, such as medical assistance, may be denied. Respondents said they do not re-register for a variety of reasons including: they think they will have to pay bribes at the police station, they fear their information will be transmitted to Syria (privacy concerns), they are not aware of the geographic limitations of their original registration, they are not aware of the points of re-registration, and they cannot afford transport costs.³²

Multiple Sources of Assistance: Refugees from Safoot and the Jordan Valley felt overwhelmed with the number of organisations which require separate beneficiary “*registration*” to receive support.³³ They said this leads to inequalities in the level of assistance families receive: those with better social networks and access to information are able to register with multiple organisations, while others, especially the more vulnerable or newly arrived, might get little to no assistance. Inconsistent quality and unreliable continuity of assistance were also additional consequences linked to the multitude of community-based, national and international organisations that provide aid.

Exploitation and Insufficient Transparency: While a significant number of urban-based refugees rely on CBOs for assistance, their lack of transparency has fostered distrust and rumours, especially regarding the use of funds. In Zarqa, FGD participants talked about one CBO which requested refugees to sign a contract stating they had already received financial assistance and in-kind goods, yet no one had obtained any support. In Safoot and Jawa, refugees recounted numerous instances in which Jordanian or Syrian individuals presented themselves as Gulf donor liaisons and requested copies of asylum certificates to have assistance. Yet those who provided copies never received help nor heard back. Refugees felt these events erode the trust between themselves and all humanitarians; they requested international NGOs to monitor CBOs, and additionally help improve transparency and information flows.



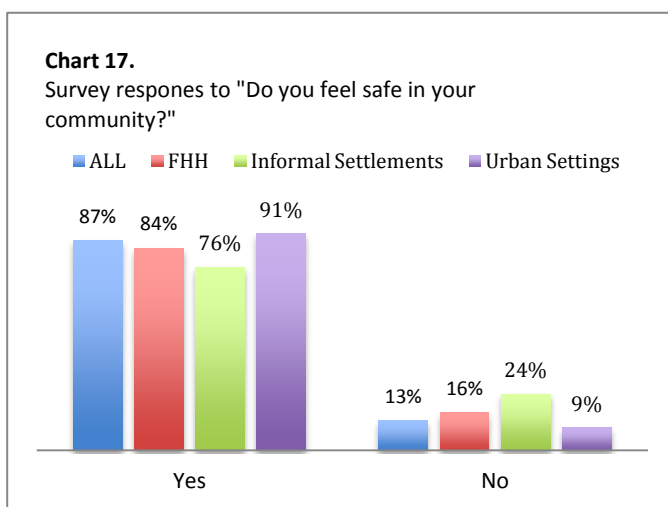
Housing: Rental assistance and problems associated with housing are also a priority issue for refugees. Thirty-six per cent (36%) of survey respondents indicated they have concerns regarding their housing situation (see Chart 15). Of those who indicated housing concerns, almost half said they currently face a threat of eviction, more than 40% said they cannot pay rent regularly, and 24% were facing increasing rental prices (see Chart 16). Finding ways to pay rent is leading families to use various coping strategies such as selling distributed gas canisters, borrowing money, increasing the number of families per room, selling WFP vouchers at a discount and instead using cash to buy food of lesser quality, quantity and diversity. One respondent described his family’s reliance on bread and tea in order to minimise food expenses. Men in Safoot relayed frustrations that, in order to pay rent, they have asked relatives back in Syria to sell-off family assets and send money to them in Jordan. Another common strategy is for families to continuously search for cheaper accommodation. When asked if housing concerns would cause families to move to another residence, 72% of respondents said yes. Additionally, continuous movement in search of cheaper housing augments intra familial stress and may increase vulnerabilities. Families must often re-register with local police and humanitarian providers in new communities to have access to services, and re-establish social support networks.

A further issue related to housing is abusive rental agreements that stipulate refugees are responsible for the maintenance of and structural problems with houses, including leaks or plumbing issues. Some contracts might limit the number of persons in a residence, thus preventing refugees from using a primary coping mechanism. Refugees also claimed some

organisations that were providing rental assistance by paying landlords directly were inadvertently causing rental prices to increase. Particular to informal settlements, respondents in the Jordan Valley and Jawa are concerned with government housing/land use policies. They have heard rumours of forced eviction and the transfer of refugees from informal settlements located on public land to Za'atari Camp.

4.2 Host Community - Safety and Security

Eighty-seven per cent (87%) of survey respondents said they felt safe in their community, disaggregated for FHH this dropped slightly to 84%. Differentiating between locations, 91% of urban-based refugees feel safe compared with 76% of tent-based refugees in informal settlements (see Chart 17). In almost every FGD, participants described their safety within the host community as “fine”, “no problems” or security concerns are “not significant.” This does not mean refugees are content with their overall relationship with the Jordanian community or local police force, but respondents were very clear that they do not feel threatened or scared for their physical well being.



When asked to specify what kind of security incidents concerned women, participants from Zarqa who wear the Niqab mentioned they are often insulted, mothers said their children are bullied at school and women in Safot associated security with financial instability.

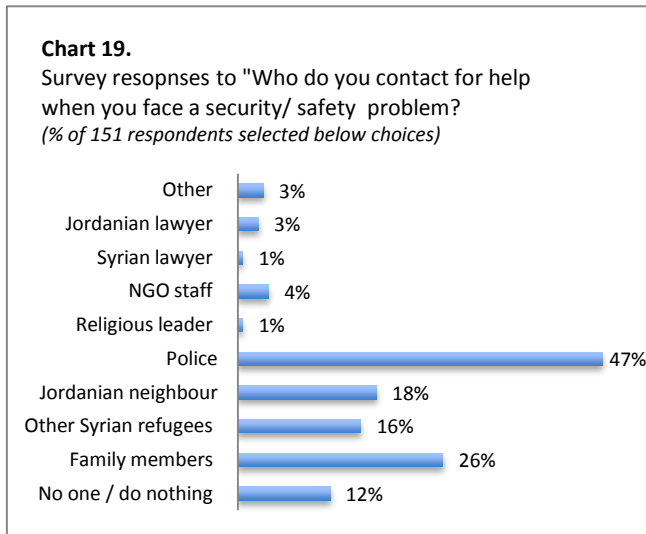
Men expressed security concerns by citing a general fear of confrontation with Jordanians because they believe that if brought before the police or judicial services they will not be treated fairly and may risk deportation. Some also feared not being allowed to return to Jordan if they travel to Mecca for the Haj or remarked on security incidents at voucher distribution sites (discussed in previous section).

Most interviewed community members did however state that they use coping mechanisms, and the general trend between all respondents and FHH was similar (see Chart 18). For women the use of these mechanisms, such as only going out during the day or limiting movements, is more related to cultural practices and habits developed in Syria. Men are using them as a way to avoid drawing attention to themselves from the police or intelligence services. The overall goal though was to minimize any interactions with Jordanians.

As far as safety and security related to SGBV or domestic violence, this study did not aim to focus on this sensitive matter, but information alluding to its presence within the family sphere is discussed in the section Impact of Displacement on Family Relations.

Relationship with the Police: Refugees expressed mixed feelings on the Jordanian police, as in Za'atari Camp, however they are more than twice as likely to contact the police for help if they face a security problems (47% - see Chart 19). Participants who had already interacted with

police in host communities were more positive and claimed the experience changed their initial assumptions; they could talk openly to police and receive assistance without bribery. Women in Zarqa claimed their families started creating a rapport with local police after repeatedly trying to contact the UNHCR Hotline without success.

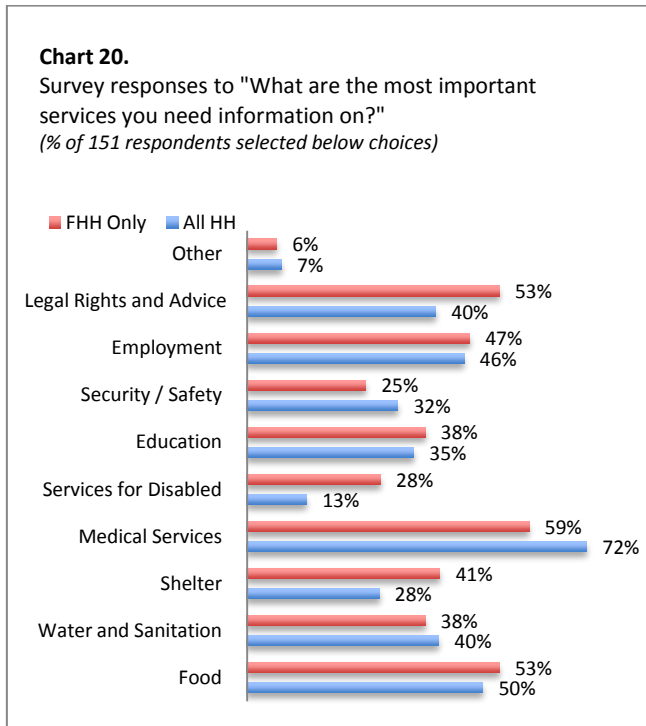


Men’s opinions of police are based on assumptions drawn from negative experiences in Syria and their current situation in Jordan. Participants in Zarqa, who left Za’atari Camp “illegally,” specified they have not re-registered with local police or UNHCR, and go without needed assistance because they are scared police will forcibly return them to the camp or make them pay bribes. Men who work illegally were fearful of deportation and constantly nervous, avoiding any contact with security forces and minimising movement outside their homes. Respondents in the Jawa and the Jordan Valley also expressed some reservations about engaging with the police due to rumours that they will be forced to return to Za’atari Camp because the government is tightening restrictions on informal settlements. These rumours are fuelled by the forced removal of refugees in informal settlements on public land in Mafraq.

4.3 Host Community - Access to Information on Services and Refugee Participation

4.3.1 Priority Information Needs

The provision of up-to-date and reliable information to refugees based in host communities is considerably more challenging than outreach within Za’atari Camp. Humanitarians use a variety of mechanisms to transmit knowledge, but gaps persist on priority issues such as the following (see Chart 20):

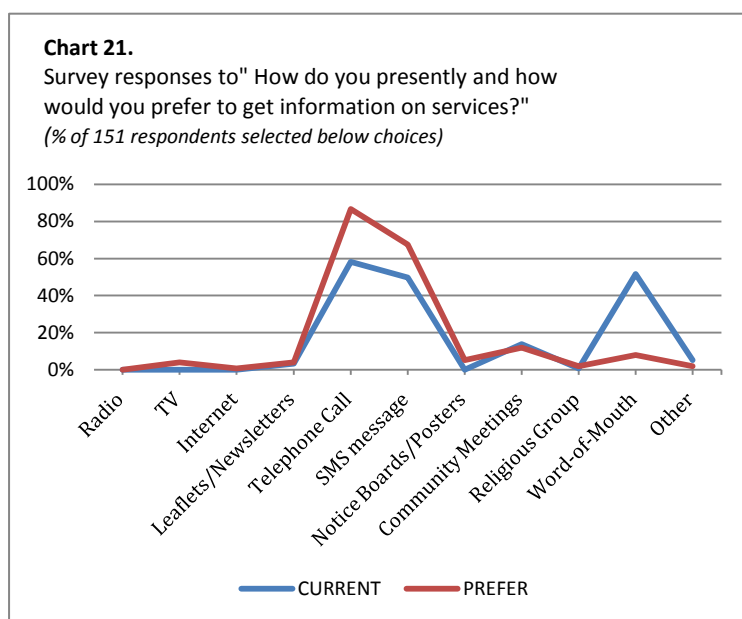


- **Medical:** In light of the challenges faced at public hospitals (see previous section), refugees want clear information on which medical procedures they are entitled to, which they must pay for and why, and how to request additional support if necessary.
- **Food Vouchers:** Refugees need to know who to contact when facing obstacles or cases of exploitation. They also want to know how to provide feedback to improve assistance, such as expanding the variety of eligible items.
- **Legal Assistance:** Survey results show that only 12% of respondents have received information on their legal rights, of which 80% through ARDD-Legal Aid. The gap in legal support is tremendous as refugees are vulnerable to *inter alia* exploitive work practices and may be threatened with eviction. FGD participants in Zarqa and Safot requested guidance on the Jordanian legal system and basic procedures, e.g. hiring a lawyer, knowledge on their rights as refugees, specific information on rental contract agreements and arbitration mechanisms if problems arise, and how to approach and request assistance from police. The lack of legal knowledge also affects the willingness of refugees to request help from police or the judicial system, as they generally assume they will be treated unfairly or forced to pay bribes.
- **Employment:** Requests on information related to employment are interlinked with legal knowledge. Some refugees wanted clarification on employment opportunities, such as how to “buy” a work permit or if it was possible to start their own businesses. Others, such as agricultural labourers in the Jordan Valley, are more concerned with understanding their rights and legal protection, and how to make claims against employers who cheat them. They raised two specific examples in which farm owners in separate occasions, despite verbal agreements, refused to pay a group of workers 600 and 1200 JOD after harvesting was completed. In one instance, refugees tried to take the employer to court, but he simply refused to show up and the case was eventually dismissed.
- **Access to Water:** A lack of information on access to water highlights how basic knowledge gaps can lead to feelings of injustice. Females in Zarqa repeatedly expressed frustration over the lack of sufficient water supplies to their homes, which they felt was due to the fact that they were not Jordanian. They were not aware of Jordan’s nation-wide water restrictions and delivery schedule, when water will be delivered to most residences only one or two days a week.

- **UNHCR Iris Scan Registration System:** Numerous requests about UNHCR's new Iris Scan registration system were made in various FGDs and during PDA surveying. Refugees directly associated the scanning with the provision of cash-assistance; rumours were circulating regarding the link with cash and about eligibility. In Safot and Jawa, men and women thought beneficiaries of the Iris Scan could simply go to any ATM machine, have their eyes scanned, and receive cash. Refugees also stressed that community bonds are weakened and jealousy heightened if one neighbour is eligible for cash assistance while another is not. More clarifications on fact-based information are needed.

4.3.2 Delivery of Information

Organisations attempt to use a variety of mechanisms to transmit information to refugees in host communities. Fifty-two per cent (52%) of survey respondents indicated that they depend on receiving information through word-of-mouth, 50% from brief SMS messages, and 58% by short phone calls. When asked how they would prefer to get information, word-of-mouth dropped dramatically to just 8%, and the use of SMS texting and phones calls increased to 67% and 87% respectively (see Chart 21).



Female participants in Zarqa explained they wanted more SMS texting as they can re-read messages and share the information with others.³⁴ Men in Safot said word-of-mouth was unreliable for time sensitive information, while women in the Jordan Valley mentioned it led to too many rumours. They had in the past spent money on transport to go to "fictitious" distributions.

What was not captured through the survey, but expressed during FGDs, is that these traditional mechanisms do not provide substantive information but focus on quick messaging, e.g. a distribution time and location. In order to have their questions adequately addressed, refugees requested interactive approaches such as face-to-face visits, community meetings or functioning hotlines. Women in Jawa commended organisations which committed sufficient staff for home visits, thus facilitating the participation of mothers caring for children, and creating an environment for women to speak more openly in the comfort of their homes. Site visits present another advantage for refugees; many said they cannot afford transport costs for repeated NGO meetings, explaining why only 12% of survey respondents cited a preference for community meetings. Despite wanting to increase engagement, refugees need humanitarians to provide a transport stipend to increase participation if meetings are not convened directly in refugees' residences.

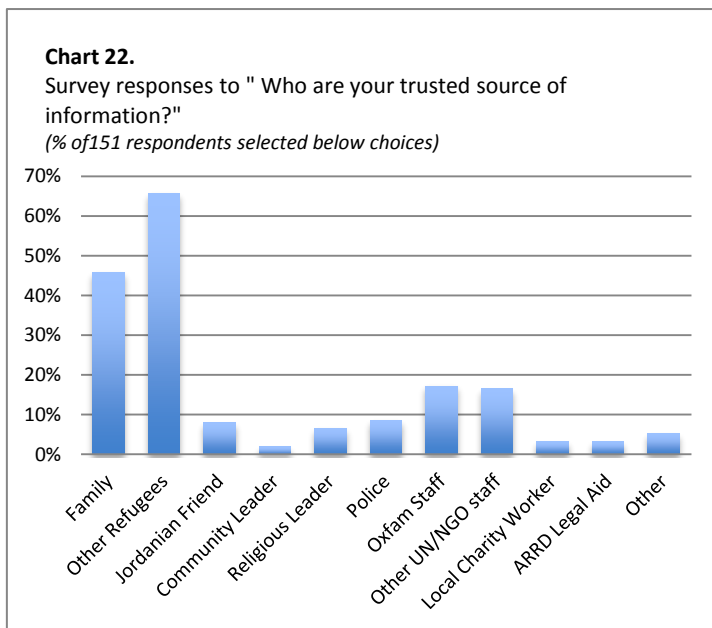
To improve information flows, men in Safoot suggested a lead organisation creates local “one-stop shops” or mobile centres where all information related to assistance is provided and questions can be answered.

As in the Camp, culture plays a significant role in how information is transmitted and who has access. Both men and women in Jawa noted that organisations do not readily understand how culture can be both an opportunity and a barrier. They cited that some Bedouin communities trust their leaders or “sheikh”, which may be contrary to providers’ experiences with street leaders in Za’atari Camp. Others said organisations request women to be proactive and engage with them, yet the same organisations do not invest in cultural prerequisites or trust building measures, such as formal introductions, that preclude women from speaking to “unknown” staff.

4.3.4 Relationship with UNHCR and NGOs

As in Za’atari Camp, refugees do not consider NGOs and UN as one of their main sources of trusted information and there is clearly an opportunity for NGOs and UN agencies to reinforce feedback mechanisms and information dissemination.

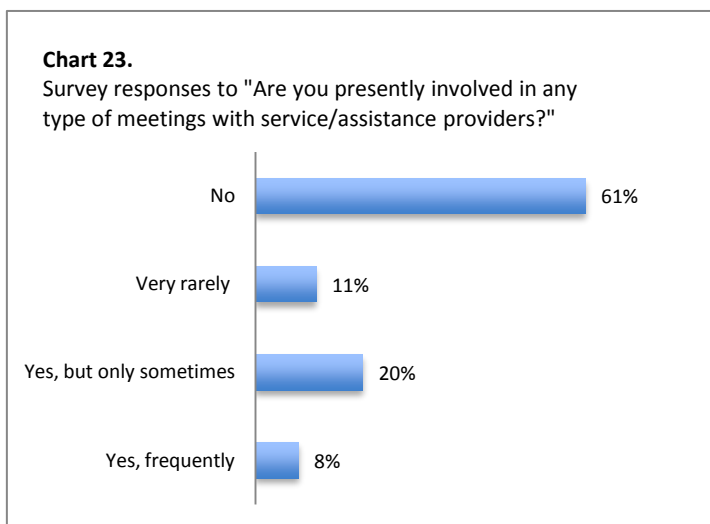
Despite refugees in FGDs repeatedly stating they want to increase substantive opportunities for engagement and feedback with UNHCR and NGOs, in the survey only 17% of respondents identify UN/NGO staff as trusted sources of information. Similarly, while refugees want to reduce their dependence on word-of-mouth, 66% and 46% of survey respondents respectively cited family and other refugees as their most trusted source of information (see Chart 22).



This apparent contradiction can be explained by distinguishing between what refugees desire (to trust and receive information from UN/NGOs) and the present reality (refugees don’t trust nor receive the majority of their information directly from UN/NGOs).

The loss of confidence in providers seems in part to stem from both first hand experiences and second hand accounts. Refugees who have yet to significantly interact with UN/NGOs are predisposed to not trust or pro-actively seek assistance because they are highly susceptible to accounts of negative experiences such being unable to get through to UN and NGO hotlines, bad behaviour by some staff, too many unproductive meetings that actually reduce confidence and participation in subsequent discussions. They were also losing trust in NGOs that organise FGDs or conduct assessments, but don’t provide or improve assistance. Refugees in the Jordan Valley talked about unfulfilled promises, including support for an informal school which

never materialised. Other refugees said the lack of coordination, transparency and shifting quality standards reduces trust with NGOs.



4.3.5 Feedback and Refugee Participation

Functioning and efficient feedback mechanisms are essential for empowering refugees, building trust and improving service provision. Some innovative feedback tools have already been established, but at the time of writing there seemed to be an overall deficiency in ensuring they have sufficient resources and mature experienced staff, specifically with knowledge of beneficiary communications. Chart 23 indicates that the majority of respondents, 61%, are not engaging with partners at all, while 92% of respondents indicated that they would be willing to meet providers at least once a month. This means providers have a significant potential to increase refugee participation and strengthen feedback mechanisms.

Free hotlines are an efficient means for refugees to clarify concerns and build confidence in providers. However, hotlines can generate unmanageable expectations, as refugees use them for every kind of request, complaint or concern. Thus, organisations need to provide adequate resources to ensure the hotline is both functioning and providing relevant information. Unfortunately, three organisations interviewed appear to be understaffing their hotline projects. For example, a representative from one organisation confirmed one staff manages the hotline, but stopped answering because the amount of calls was overwhelming. As a consequence, many refugees in various FGDs claimed they stopped using hotlines altogether. Complaint boxes, such as those used by UNHCR, are an effective way to capture feedback if placed in strategic locations and regularly monitored. FGD respondents expressed reservations about their current use. Men from Baqaa said they never received feedback after depositing a note, or the box was so full that new notes could not be inserted inside.

Respondents made various recommendations they felt could improve feedback and participation, including the following:

- **Sufficient Staffing** - Refugees in Zarqa and Baqaa said feedback mechanisms need to be supported by adequate number of knowledgeable staff who are able to respond to multi-sectoral questions.
- **Conduct Staff Visits to Medical Facilities** - Respondents in Baqaa request UNHCR staff to actively approach refugees in hospitals to ask questions related to the quality of medical services and gauge levels of satisfaction directly from them.³⁵
- **Ensure On-Site Decision-Makers** - Men in Safoot asked that senior field staff be available at voucher distributions to address questions and take decisions if necessary.

- **Provide Feedback when Assistance Changes/Ceases** - Women in the Jordan Valley complained that providers should always give feedback when assistance is stopped or denied to beneficiaries; refugees need to understand why and how to proceed.³⁶
- **Establish Thematic Hotlines** - Males and females from Zarqa asked for hotlines for specific but recurrent themes, such as voucher exploitation or assistance for vulnerable persons, especially divorced or widowed women.
- **Provide Feedback for CBOs** - Refugees in Baqaa do not complain to local CBOs out of fear they will lose assistance, but they think transparency and quality standards could improve if international agencies established independent feedback mechanisms for CBOs.
- **Build on Refugee Initiatives** - Respondents suggested that providers should build on and improve refugee-led initiatives. For example, in Baqaa and Safoot refugees have organised community support groups that provide financial assistance and disseminate information - neither group is working with CBOs or humanitarian organisations. They believe providers should connect with the groups and establish information flows and a feedback mechanism to channel refugee questions and concerns directly back to partners.

5 CAMP AND HOST COMMUNITIES: IMPACT ON FAMILY RELATIONS

Refugees' lifestyles and traditions in Syria, that often defined their identities and social roles, are changing due to living conditions in Jordan. Consequently, refugees are dealing with increased emotional and psychological stress. While some families said they are stronger and have improved interpersonal communications due to the difficulties, most mentioned weakening familial bonds and continuous feelings of anxiety and stress. This section summarises the recurrent themes mentioned in FGDs for both Za'atari Camp and host community respondents. In-depth discussions and recommendations on some of the findings can be found in recent specialised reports on gender roles, SGBV and child protection by Oxfam and other humanitarian actors.³⁷

5.1 Income Opportunities and Role Reversal

Government restrictions prevent refugees from working without a legal permit under threat of deportation, especially for men. While many men work illegally, families also attempt to minimize the risk of deportation by sending children or women to work, for the most part in agricultural fields. Refugees claim if women or children are caught they are usually let go with only a warning, but the shift in women taking on the role of breadwinner has impacted relationships.

In addition to facing fewer risks than men if caught illegally working, women stated that they are often specifically targeted by CBOs and NGOs. As a consequence, men are facing a conflict between their identity and economic interests in pushing wives to either work or liaise with humanitarians. Men are angry if women assume the role of household provider, yet at the same time they are angry if they miss a chance to make an income or receive additional support from providers.

Some women whose husbands prevented them from working because "it was against their culture" were increasingly frustrated as they felt under pressure to provide for their family. Yet when they did take on employment opportunities, they often felt overwhelmed with the combined responsibilities of work, seeking humanitarian assistance and caring for their families.

5.2 Mobility and Freedom

Restrictions on mobility impact Bedouin men's identity, which is based on regular movement. They described themselves as feeling confined and losing their freedom. Decreased mobility due to privacy and safety fears were cited as the reason that female youth were becoming depressed. Girls and young women are obliged to stay at home, either confined indoors by fathers or restricting their own movement outside their caravans and tents, as a coping mechanism to increase their protection.

5.3 Protection and Domestic Violence

Numerous FGDs pointed to an increase in arguments between spouses since arriving in Jordan. Asked to elaborate on what argument means, some women and male youth were explicit that hitting or physical violence was involved. The most cited factor behind the increase

in domestic violence was that men with lowered self-esteem or in a state of irritation were constantly at home without anything productive to do. Men claimed that it was very difficult for them to seek help, as they often felt ashamed asking for assistance for domestic problems. When asked if wives were seeking help, some adult and elderly female respondents justified their husbands' behaviour, saying that while they are not happy about it, they accept the situation considering the circumstances. More in-depth or nuanced discussions were limited with respondents citing cultural sensitivity and that it is against Bedouin culture to seek help or openly discuss domestic matters.

5.4 Self-Worth and Dignity

Men reported that their inability to provide for the family caused them to lose authority and influence and that their "rules and discipline were no longer listened to." Husbands claimed wives humiliate them because they are not working and in some cases, women are supposedly divorcing men if they can't find employment. Adult males and youth described unemployment in terms of losing their dignity, self-worth and no longer feeling in control of their lives.

While men alleged that women are increasingly requesting divorce, some women in turn said they are upset with men for marrying more wives as it impacted their sense of respect and potentially changed intra familial dynamics. They indicated this was both a coping mechanism that men used to increase families' levels of assistance (e.g. more WFP vouchers) and also opportunistic as marriage dowries are significantly lower as refugees.

Female youth described how limited financial resources and expanded household responsibilities meant they could no longer buy basic beauty products or have time to take care of themselves. They stated that it was important for them to continue to feel dignified and feminine despite camp life. This impacted their self-image two-fold: internally young women had lower self-esteem and less confidence in their body image, and externally they felt they were not meeting social and cultural expectations. Married participants also stressed that they needed to feel desired by their spouses and while understanding NFI distributions must be prioritised, they requested providers to consider the importance of receiving basic beauty products, such as hair-removal wax and limited cosmetics.

5.5. Privacy and Personal Space

This study found on average 5.7 family members per household, often in a residence without separate rooms for women, men and children.³⁸ Additionally, households often invite extended family members into already cramped conditions, but without the financing to compartmentalise tents or divide rooms. In addition to the large number of persons living within the confines of a caravan or tent, the lack of employment and social outlets and security concerns keep individuals confined within their homes more often than they were in Syria. This lack of privacy/personal space causes higher levels of anxiety and stress.

Women mentioned families were struggling to adopt positive coping mechanisms. Mothers for example would try to be protective of their children and keep them at home until the need for personal space overwhelmed them, and out of desperation they would send the kids outside without supervision. Both men and women remarked that inadequate privacy within the family space detrimentally affected intimacy with their spouses. They also felt ashamed to perform intimate acts when their children or parents were in the same room. Younger women mentioned that insecurity was intertwined with privacy. They felt caravan windows (especially those without bars) and tents were insecure and felt paranoid that neighbours would see them being intimate with husbands.

5.6 Children

Parents and youth in FGDs raised a variety of difficulties facing children due to changes in individual and family dynamics. As mentioned, parents in search of personal space or privacy allow children out of the home without supervision. Consequently, unsupervised children are being influenced by other children's behaviour and a general lack of discipline. Mothers described a cyclical process: being less patient and more short-tempered, they send children outside. The children's eventual return and misbehaviour only reinforces the mother's need for personal space. Parents used phrasing such as "we feel forced to hit our kids in order to discipline them" and characterised the situation as losing control over children. Mothers expressed guilt about physically reprimanding their children, but they said there are no alternatives besides hitting them. Women explained how in Syria they had a variety of ways to discipline children, such as grounding them in their rooms or taking away toys, but as refugees they have none of these options. They don't own toys and they don't have separate rooms for the children.

Parents described sweets and snacks for their children as "basic necessities" and integral to a healthy relationship. As they cannot purchase these items with WFP vouchers, they are confronted with a difficult situation: they feel guilty as parents and children are getting upset and arguing with them, often ending by parents hitting them. One group of FGD participants even said "our children lose respect for us if we can't provide them with candies."

Issues particular to older children or adolescents focused on feeling overrun with new responsibilities and causing them to argue with parents. Female youth expressed frustration about having to take care of younger siblings, participate in housework and go to distributions where they fear harassment and insecurity. Between siblings, it was reported that fights are occurring with more frequency and that they are losing respect for each other.

5.7 Anxiety and Stress

Most FGD participants summarised the consequence of displacement as making them feel constantly anxious and stressed. All family members' health and well-being was detrimentally impacted when another family member was having trouble coping with the situation. Compounding the stress caused by daily life, many refugees also said they feel "mentally unstable" because they do not know what the future will hold, such as whether they will return to Syria or if they will receive enough assistance. This overall situation traps families in a circle of anxiety that is fatiguing and difficult to change without: a) refugees overcoming cultural taboos about discussing personal or family problems, and b) NGOs increasing psychosocial programming.

6 ANNEX

6.1 Profile of Survey and FGD Participants

Location	Data Tool	Targeted Group	Number of Participants and Representation	
<i>Za'atari Camp District 6</i>	HH Survey	53 Male HH Representatives 11 Female HH Representatives	64	373 persons (represented in HH)
	FGDs (4)	Female Youth	13	39 total persons
		Female Adult	10	
		Male Youth	10	
		Male Elderly	6	
<i>Za'atari Camp District 7</i>	HH Survey	44 Male HH Representatives 4 Female HH Representatives	48	270 persons (represented in HH)
	FGDs (4)	Female Youth	10	36 total persons
		Female Elderly	10	
		Male Adult	7	
		Male Elderly	9	
<i>Za'atari Camp District 8</i>	HH Survey	14 Male HH Representatives 2 Female HH Representatives	16	93 persons (represented in HH)
	FGDs (4)	Female Adult	11	34 total persons
		Female Elderly	7	
		Male Adult	6	
		Male Youth	10	
<i>Camp Total</i>	HH Survey	111 Male HH Representatives 17 Female HH Representatives	128	736 persons (represented in HH)
	FGDs (12)	(6) Female Groups	61	109 total persons
		(6) Male Groups	48	

Location	Data Tool	Targeted Group	Number of Participants and Representation	
<i>Zarqa</i>	HH Survey	43 Male HH Representatives 15 Female HH Representatives	59	319 persons (represented in HH)
	FGDs (4)	(2) Female	17	39 total persons
		(2) Male	10	
<i>Balqa (Baqaa, Salt and Safot)</i>	HH Survey	48 Male HH Representatives 11 Female HH Representatives	59	438 persons (represented in HH)
	FGDs (4)	(2) Female	23	36 total person

		(2) Male	29	
<i>Jordan Valley and Jawa</i>	HH Survey	28 Male HH Representatives 6 Female HH Representatives	34	258 persons (represented in HH)
	FGDs (4)	(2) Female	18	34 total persons
		(2) Male	18	
<i>Host Community Total</i>	HH Survey	119 Male HH Representatives 32 Female HH Representatives	151	1,015 persons (represented in HH)
	FGDs (12)	(6) Female	58	115 total persons
		(6) Male	57	

Total Study	HH Survey	230 Male HH Representatives 49 Female HH Representatives	279	1,751 persons (represented in HH)
	FGDs (24)	(6) Female Groups	119	224 total persons
		(6) Male Groups	105	
	KIs	Interview with NGO/ UN Staff		12 persons
Individuals	Individual interviews with refugees		6 persons	

6.2 PDA Questionnaire

A	Oxfam Perception and Vulnerability Survey		A
A1	Date of data capture: Automatic		A1
A2	Governorate and Town/Area:		A2
	a. Za'atari – District 6	–	a
	b. Za'atari – District 7	–	b
	c. Za'atari – District 8	–	c
	d. Balqa - Safut	–	d
	e. Balqa - Salt	–	e
	f. Balqa – Baqaa	–	f
	g. Zarqa	–	g
	h. Informal Settlement – Jawa	–	h
	i. Informal Settlement – Jordan Valley	–	i
A3	Name of enumerator: Automatic		A3
B	Profile		B
B1	When did you arrive here:		B1
	a. Day (Automatic default)		a
	b. Month		b
			c

	c. Year		
B2	Residency Type: (only if A2; a-c selected – camp only)		B2
	a. Caravan b. Tent	a b	
B3	Head of Household Type:		B3
	a. Male b. Female	a b	
B4	Number of disabled individuals in household (physical or mental)?		B4
B5	How many families in HH?		B5
B6	Size of HH, including interviewee:		B6
B6 a	Breakdown Sex		B6 a
	a. Male b. Female	a b	
B6 b	Breakdown Age		B6 b
	a. 0 - 5 b. 6 - 13 c. 14 - 17 d. 18 - 25 e. 25 - 59 f. 60 +	0 - 5 a 6 - 13 b 14 - 17 c 18 - 25 d 26 - 59 e 60 + f	
B6c	Breakdown Education		B6 c
	a. None b. Primary; 1 - 6 c. Secondary; 7 - 12 d. Vocational e. University	- - - - -	a b c d e
C	Refugee Registration Related Knowledge		C
C1	Which organisation(s) are you registered with? (Select all that apply)		C1
	a. UNHCR b. XXX c. WFP d. GoJ e. Local charity organisation (CBO) f. NGO g. Other h. None		a b c d e f g h
C2	Any challenges/concerns in registering or re-newing yourself or your family? (All that apply) Host Only		C2
	a. No information b. Lack of documents c. Distance to registration centre d. Not enough time		a b c d e

	<ul style="list-style-type: none"> e. Request for payment f. Security or privacy concerns g. None h. Other (optional text) 	<ul style="list-style-type: none"> f g h 	
C3	Has anyone requested payment to help you register?		C3
	<ul style="list-style-type: none"> a. Yes b. No 	<ul style="list-style-type: none"> a b 	
D	Access to Services		D
D1	Select the service(s) that are available within your community? (Select all that apply)		D1
	<ul style="list-style-type: none"> a. Food (Voucher) distribution b. Education c. Cash assistance d. Medical services e. Specific support for disabled (mental or physical) f. Housing support g. Water and sanitation h. Legal advice i. Don't know 	<ul style="list-style-type: none"> a b c d e f g h i 	
D2	Have you or your family faced problems or barriers in accessing services?		D2
	<ul style="list-style-type: none"> a. Yes b. No, if no skip to E1 	<ul style="list-style-type: none"> a b 	
D3	What were the problems or barriers related to? (Select all that apply)		D3
	<ul style="list-style-type: none"> a. Services required registration or renewal b. Denied due to lack of documentation c. Provider requested money d. Discrimination e. Provider does not have capacity for new recipient f. Safety/security concerns g. Lack of knowledge about services or locations h. Product/service not suitable with my culture i. Distance to service j. Other (optional text) 	<ul style="list-style-type: none"> a b c d e f g h i j 	
E	Information on Assistance and Services		E
E1	Have you received any information on your legal rights or been provided legal support?		E1
	<ul style="list-style-type: none"> a. Yes b. No, if no skip to E3 	<ul style="list-style-type: none"> a b 	
E2	Who provided the legal information?		E2

	<ul style="list-style-type: none"> a. UNHCR b. XXX c. Government official d. Jordanian lawyer e. Syrian lawyer f. ARRD – Legal Aid g. NGO worker h. Other refugee i. Other (optional text) 	<p style="text-align: center;">-</p>	<ul style="list-style-type: none"> a b c d e f g h i
E3	Who are your trusted sources of information in your community? (Select top 3 – enumerator explain)		E3
	<ul style="list-style-type: none"> a. Immediate family b. Other Syrian refugees c. Jordanian friend or neighbour d. Community leaders or Street leader (in camp) e. Religious leader f. Police g. Oxfam mobilisers h. Other NGO / UN aid workers i. Local charity worker j. Syrian lawyer k. Jordanian lawyer l. ARRD – Legal Aid m. Other (optional text) 	<p style="text-align: center;">-</p>	<ul style="list-style-type: none"> a b c d e f g h i j k l m
E4	How do you presently get information on services/assistance? (Select top 3 – enumerator explain)		E4
	<ul style="list-style-type: none"> a. Radio b. TV c. Internet d. Printed leaflets/newsletters e. Telephone voice call f. SMS message g. Notice boards and posters h. Community meetings i. Religious Groups j. Word of mouth k. Other (optional text) 	<p style="text-align: center;">-</p>	<ul style="list-style-type: none"> a b c d e f g h i j k
E5	If radio, TV or internet: provide details? Text - If select E4; a-c		E5
E6	How do you PREFER to get information on services/assistance? (Select top 3 – enumerator explain)	<p style="text-align: center;">-</p>	E6
	<ul style="list-style-type: none"> a. Radio b. TV c. Internet d. Printed leaflets/newsletters 		<ul style="list-style-type: none"> a b c d e

	<ul style="list-style-type: none"> e. Telephone voice call f. SMS message g. Notice boards and posters h. Community meetings i. Religious Groups j. Word of mouth k. Other (optional text) 	-	<ul style="list-style-type: none"> f g h i j k 	
E7	What are the 4 most important services you need information on? (Select top 4 – enumerator explain)			E7
	<ul style="list-style-type: none"> a. Food b. Water and sanitation c. Shelter/Rental related information d. Medical services e. Special services for disabled (mental or physical) f. Education services g. Security / Safety h. Livelihoods and employment i. Legal rights and advice j. Other (optional text) 	-	<ul style="list-style-type: none"> a b c d e f g h i j 	
F	Safety and Security (General)			F
F1	Do you feel safe in your community or camp district?			F1
	<ul style="list-style-type: none"> a. Yes a. No 		<ul style="list-style-type: none"> a b 	
F2	Has your sense of safety in your community or camp district changed in the last two months?			F2
	<ul style="list-style-type: none"> a. Feel safer b. Feel the same, <i>if same skip to F4</i> c. Feel less safe 	f4	<ul style="list-style-type: none"> a b c 	
F3	If it has changed, why? Optional text			F3
F4	What do you do to make yourself / your family feel safe? (Select all that apply)	-		F4
	<ul style="list-style-type: none"> a. Limit # of movements outside my residence b. Only stay close to my residence c. Only go out with another family member or tribal member d. Only go out during the day, stay inside at night e. Limit my visits to the latrine/shower facilities (camp only) f. Limit my visits to the communal kitchen (camp only) g. Nothing h. I prefer not to answer 		<ul style="list-style-type: none"> a b c d e f g h i 	

	i. Other (optional text)		
F5	Who do you contact when you face a safety/security problem? (Select all that apply)		F5
	a. Contact no one - do nothing b. Other family member c. Syrian refugee d. Jordanian neighbor e. Police/local authorities f. Religious leader g. NGO staff h. Street leader (for camp residents) i. Syrian lawyer j. Jordanian lawyer k. Other (optional text)	– –	a b c d e f g h i j k
G	Camp Living (Camp Specific) if tick A2; a-c		c-a A2
G1	Have you modified your residence?		G1
	a. Yes b. No, if no skip to G4	G4	a b
G2	Please indicate what modification you have already done.		G2
	a. Electricity b. Private shower c. Private bathroom d. Septic tank e. Kitchen/cooking area f. Room extension g. Washing area h. Water tank i. Other (optional text)	–	a b c d e f g h i
G3	Why did you modify your residence? (Select all that apply)		G3
	a. To feel safer b. To have privacy c. Do not feel comfortable sharing space with others d. For my sense of dignity and self-respect e. For improved sanitation and water access f. Distance is closer g. Other (optional text)	–	a b c d e f g
G4	I am satisfied with the water and sanitation services in my district.		G4
	a. Strongly agree b. Agree c. Neutral d. Disagree e. Strongly disagree		a b c d e

G5	I feel safe visiting my latrine/shower block?	-	G5
	a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree		a b c d e
G6	I feel safe visiting my district communal kitchen?		G6
	a. Strongly agree b. Agree c. Neutral d. Disagree e. Strongly disagree		a b c d e
G7	Safety / Security concerns regularly impact me or my family from accessing the following: (all that apply)		G7
	a. Food or NFI distributions b. Water points c. Latrine and shower blocks d. Communal kitchens e. Medical services f. Schools g. Child-friendly spaces/playground h. Markets i. Police station j. None		a b c d e f g h i j
H	Housing (Host Community Specific) if A2; d - i	d-j A2	H
H1	Do you have a written rental contract?		H1
	a. Yes b. No, <i>if no skip to H3</i>	H3	a b
H2	How long is your contract for?		H2
	a. 1 – 3 months b. 3 – 6 months c. 6 – 12 months d. 1 year +		- a - b - c + d
H3	Do you have any concerns regarding your housing?		H3
	a. Yes b. No, <i>if no skip to H6</i>	H6	a
H4	Do any of the following concerns apply to your housing situation?		H4
	a. Eviction (landlord already threatened) b. Can't pay rent c. Landlord limits # of family members allowed in		a b c

	<ul style="list-style-type: none"> residence d. Rental price raising e. Unsafe or inadequate conditions f. Other (optional text) 		<ul style="list-style-type: none"> d e f 	
H5	Would the selected concern(s) cause you to move from your current residence?			H5
	<ul style="list-style-type: none"> a. Yes b. No 		<ul style="list-style-type: none"> a b 	
H6	Do you currently intend to move from your current residence?			H6
	<ul style="list-style-type: none"> a. Yes b. No, <i>if no skip to H7</i> 	H7	<ul style="list-style-type: none"> a b 	
H7	When do you intent to move?			H7
	<ul style="list-style-type: none"> a. Less than 2 weeks b. Less than 1 month c. 1 - 3 months d. 3 – 6 months e. 6 months + f. Do not know 		<ul style="list-style-type: none"> e f - g - h i j 	
H8	Where do you intend to move?			H8
	<ul style="list-style-type: none"> a. Syria b. Za'atari c. Amman d. Same town e. Within governorate f. Other governorate g. Don't know 		<ul style="list-style-type: none"> a b c d e f g 	
H9	Did you move here from Za'atari?			H9
	<ul style="list-style-type: none"> a. Yes b. No, <i>if no skip to I1</i> 	I1	<ul style="list-style-type: none"> a b 	
H10	Select most relevant reasons why you left Za'atari. (Select all that apply)			H10
	<ul style="list-style-type: none"> a. Safety concerns/security b. To be closer to friends/family c. Improved privacy d. Economic opportunities e. Better sanitation/WASH facilities f. Better shelter g. More freedom h. Other (optional text) 		<ul style="list-style-type: none"> a b c d e f g h 	

I	Intentions (Host Community specific) if A2; d - i	d-j A2	I
I1	Do you or family members intend to return to Syria?		I1
	a. Yes b. No, <i>if no skip to I3</i>	I3 a b	
I2	If yes, when?		I2
	a. less than 2 weeks b. less than 1 month c. 1 - 3 months d. 3 – 6 months e. 6 months + f. Do not know	a b - c - d e f	
I3	Would any of the following factors cause you or any family members to return to Syria?		I3
	a. Limited income or cash opportunities in Jordan b. Limited education for children in Jordan c. Limited medical assistance in Jordan d. Limited food assistance in Jordan e. Rental prices in Jordan f. Sense of fear or insecurity in Jordan g. I prefer not to answer h. Other (optional text)	hg a b c d e f g h	
J	Money Coping Strategies		J
j1	Do you have enough income to meet your basic needs in Jordan?		j1
	b. Yes, <i>if yes skip to K3</i> a. No	K3 a b	
j2	Has this caused you or your family to do any of the following?		j2
	a. Took one or more children out of school b. Sent under aged children to work c. Did not seek medical care d. Change housing situation e. Early marriage of female family member f. Sent family member(s) to beg g. None h. I prefer not to answer	a b c d e f g h	
j3	Do you have children (under 16) working to help support family expenses?		j3
	a. Yes b. No, <i>if no skip to K1</i>	K1 a b	
j4	Do you receive cash assistance?		j4
	a. Yes b. No, <i>if no skip to K1</i>	K1 a b	

j5	If you are receiving cash assistance, why is your child(ren) also working?		j5
	<ul style="list-style-type: none"> a. Need additional money b. Discrimination at school c. It is normal practice for child to work d. School is less important than work e. Distance to school f. No school or space available in community g. I prefer not to answer h. Other (optional text) 	<ul style="list-style-type: none"> a b c d e f g h 	
K	Refugee Participation and Communication Platforms		K
K1	You feel you have influence on service/assistance delivery to refugees.		K1
	<ul style="list-style-type: none"> a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree 	<ul style="list-style-type: none"> a b c d e 	
K2	Are you able to raise your concerns about your needs to service/assistance providers?		K2
	<ul style="list-style-type: none"> b. Yes, frequently c. Yet, but only sometimes d. Very rarely a. No 	<ul style="list-style-type: none"> - a - b c d 	
K3	Other refugees only look out for their own families and not concerned with the community.		K3
	<ul style="list-style-type: none"> b. Strongly Agree c. Agree d. Neutral e. Disagree f. Strongly Disagree g. I prefer not to answer 	<ul style="list-style-type: none"> a b c d e f 	
K4	I am motivated to help other refugees and improve my community.		K4
	<ul style="list-style-type: none"> a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree 	<ul style="list-style-type: none"> a b c d e 	
K5	How much influence do you have in making your community/district a better place to live?		K5
	<ul style="list-style-type: none"> a. A lot b. Some c. Not very much d. None 	<ul style="list-style-type: none"> a b c d 	
K6	Are you presently involved in any type of meetings with service/assistance providers?		K6
	<ul style="list-style-type: none"> a. Yes, frequently b. Yet, but only sometimes c. Very rarely 	<ul style="list-style-type: none"> - a - b c 	

	d. No	d	
K7	Which of the following options would interest you? (Select all that apply)		K7
	<ul style="list-style-type: none"> a. Organize new meetings/forums with service providers b. Attend existing meetings/forums with service providers c. Provide written suggestions to service providers d. Be able to call service providers directly e. Be able to text/sms service providers directly f. Elect local refugee representatives to communicate with service providers on your behalf g. None 	<ul style="list-style-type: none"> a b c d e f g 	
K8	Would you be willing to meet service providers?		K8
	<ul style="list-style-type: none"> a. Once a week b. Twice a week c. Once a month d. Twice a month e. Not willing to meet 	<ul style="list-style-type: none"> a b c d e 	
K9	Are you presently involved in community meetings with Jordanians?		K9
	<ul style="list-style-type: none"> a. Yes, frequently b. Yet, but only sometimes c. Very rarely d. No 	<ul style="list-style-type: none"> – a – b c d 	

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6.3 Za'atari Camp FGD Guide

ACCESS TO SERVICES

Goal:

- Identify the main challenges refugees face in accessing services, and the sources of these challenges. Particularly those challenges that affect women and children.

- Identify issues/actions that may also promote or improve access to and use of services by refugees.

Question:

1. Have refugees faced problems or barriers in accessing services or assistance in your district?

Examples of services include:

- | | |
|---|--|
| <ul style="list-style-type: none"> • Water • Latrine/Sanitation • Non-Food Item (NFI) distributions • Education | <ul style="list-style-type: none"> • Medical • Legal Assistance • Safety/Security • Food |
|---|--|

Probe:

- 1a. Can you provide examples of challenges refugees have faced?
- 1b. Have any challenges specifically affected; boys, girls, women, elderly, disabled persons?
- 1c. What have refugees done to try to improve access? Requested help? Contacted NGOs?
- 1c. What could improve or make it easier for all refugees to have access to services?

Question:

2. Why do refugees modify their residence in your district, such as private latrine? explain reasons?

Information on Assistance and Services

Goal:

- Find out the level of knowledge of services in the district, particularly for women and children.
- Identify how refugees currently receive information about services, who are their sources of information?
- Identify issues/actions that might make access to information easier for them?

Question:	
3. How do refugees in your district presently get information on services that they need?	
	<p>Example of Information related to Services:</p> <ul style="list-style-type: none"> • Date and time of distributions? • How to get medical assistance for chronic illness? • What time school begins for children? • Who to contact in case the latrine or water supply has problems?
	<p>Probe:</p> <p>3a. From whom do they get information from?</p> <p>3b. Do refugees feel they have a trusted source of information?</p> <p>3c. By what means (radio, word-of-mouth, meetings, flyers/pamphlets)</p> <p>3d. What is the quality of information refugees getting? Is it sufficient?</p> <p>3e. What could improve or make it easier for all refugees to get information?</p>
Question:	
4. What are the most important issues refugees need information on and why?	
SAFETY and SECURITY	
<p><i>Goal:</i></p> <p><i>- Identify the safety and security concerns/threats to refugees, particularly those facing women and children.</i></p>	
Question:	
4. Do refugee feel safe/secure in throughout their camp district? Other parts of the camp?	
	<p>Examples of safety/security threats:</p>

	<ul style="list-style-type: none"> • Verbal/psychological violence, such as intimidation or coercion • Physical violence • Sexual violence
	<p>Probe:</p> <p>5a. How are refugees threatened? Provide an example?</p> <p>5b. Are some groups specifically threatened; boys, girls, women, elderly, disabled persons?</p> <p>5c. Who do refugees go to and NOT go to for help when they feel threatened? And Why?</p> <p>5d. What would make refugees feel more secure?</p>
<p>REFUGEE PARTICIPATION</p>	
<p><i>Goal:</i></p> <ul style="list-style-type: none"> - To understand if refugees feel service providers listen to their opinions. - To identify ways that services providers can improve refugee participation. 	
<p>Question:</p> <p>5. Do refugees feel that service providers listen to their opinions? Why? Explain?</p>	
	<p>Probe:</p> <p>6a. Are refugees involved in meetings with service providers?</p> <p>6b. How do refugees raise concerns to providers?</p> <p>6c. Do elderly, women, or youth have opportunities to discuss with service providers?</p> <p>6d. What could improve refugees' communication service providers?</p>
<p>IMPACT OF DISPLACEMENT ON FAMILY RELATIONS?</p>	

<p>Goal:</p> <p>- Identify how displacement in Jordan has impacted relationships among family members, including sense of security within their home.</p>	
<p>Question:</p> <p>6. Has life as refugee changed/impacted family relations? How? Explain?</p>	
<p>Probe:</p>	<p>7a. How have changes specifically impacted women and children?</p> <p>7b. Have changes in traditional roles and responsibilities impacted family relations?</p> <p>7c. How are family members coping with changes?</p> <p>7d. How do changes compare with family relations when you were in Syria?</p>

6.4 Host Community FGD Guide

<p>ACCESS TO SERVICES</p>	
<p>Goal:</p> <p>- Identify the main challenges refugees face in accessing services, and the sources of these challenges. Particularly those challenges that affect women and children.</p> <p>-</p> <p>- Identify issues/actions that may also promote or improve access to and use of services by refugees.</p> <p>-</p>	
<p>Question:</p> <p>1. Have refugees faced problems or barriers in accessing specific services or assistance in your community?</p>	
<p>Examples of services include:</p> <ul style="list-style-type: none"> • Water • Latrine/Sanitation 	<ul style="list-style-type: none"> • Medical • Legal Assistance • Safety/Security

	<ul style="list-style-type: none"> • Non-Food Item (NFI) distributions, for example hygiene kits • Education 	<ul style="list-style-type: none"> • Food • Cash-Assistance
<p>Probe:</p> <p>1a. Can you provide examples of challenges refugees have faced and specify the service?</p> <p>1b. Have any challenges specifically affected; boys, girls, women, elderly, disabled persons in different ways, please describe?</p> <p>1c. What have refugees done themselves to try to improve access to services? Examples such as requested help? Contacted NGOs?</p> <p>1c. What could improve or make it easier for all refugees to have access to services?</p>		
<p>Question:</p> <p>2. Are refugees facing challenges to registering (for the first time) or renewing registration <u>specifically with UNHCR</u>? Please be precise and specify if you have requested help.</p> <p>_____</p>		
<p>Question:</p> <p>3. Are refugees facing challenges <u>specific to housing or rental</u> for the space they are living in?</p> <p>_____</p>		
	<p>Probe:</p> <p>3a. Can you provide specific examples of challenges with housing?</p> <p>3b. Any difficulties with rental contracts?</p>	
<p>Information on Assistance and Services</p>		
<p>Goal:</p> <p>- Find out the level of knowledge of services in the district, particularly for women and children.</p> <p>- Identify how refugees currently receive information about services, who are their sources of information?</p>		

- Identify issues/actions that might make access to information easier for them?

Question:

4. How do refugees in your community presently get information on services or assistance that they need?

Examples of Information related to services to to help guide discussion:

- Date and time of distributions? •
- Where and how to get medical assistance for chronic illness? •
- Where and what time school begins for children? •
- Who to contact for cash or rental assistance? •

Probe:

4a. From whom do refugees get information for specific services, please be precise?

4b. Do refugees feel they have a trusted source of information on assistance?

4c. By what means do refugees get information? For example, radio, word-of-mouth, meetings, flyers/pamphlets)

4d. What is the quality of information refugees are getting, please specify which service? Is it sufficient?

4e. What could improve or make it easier for all refugees to get information?

Question:

5. What are the most important issues refugees need information on and WHY? Please be specific about why need information.

—

Question:

6. Are refugees in need of legal assistance or need legal information? Why? Specify what legal challenges they are facing.

SAFETY and SECURITY

Goal:

- Identify the safety and security concerns/threats to refugees, particularly those facing women

<i>and children.</i>	
—	
Question:	
7. Do refugees feel safe/secure in your community? Are there any threats?	
	<p>Examples of safety/security threats:</p> <ul style="list-style-type: none"> • Verbal/psychological violence, such as intimidation or coercion • Physical violence • Sexual violence
	<p>Probe:</p> <p>7a. How are refugees threatened and by whom? Provide an example?</p> <p>7b. Are some groups specifically threatened; boys, girls, women, elderly, disabled persons?</p> <p>7c. Who do refugees go to and NOT go to for help when they feel threatened? And Why?</p> <p style="text-align: center;">—</p> <p>7d. What would make refugees feel more secure in your community?</p>
REFUGEE PARTICIPATION	
Goal:	
- <i>To understand if refugees feel service providers listen to their opinions.</i>	
- <i>To identify ways that services providers can improve refugee participation.</i>	
—	
Question:	
8. Do refugees feel that service providers listen to their opinions? Why? Explain?	
	<p>Probe:</p> <p>8a. Are refugees involved in meetings with service providers? With which provider and how often are they organized? Are the meetings productive?</p>

	<p>8b. How do refugees raise concerns to providers?</p> <p>8c. Do elderly, women, or youth have opportunities to discuss with service providers and voice their concerns?</p> <p>8d. What could improve refugees' communication service providers? Please provide suggestions and be specific.</p>
<p>IMPACT OF DISPLACEMENT ON FAMILY RELATIONS?</p>	
<p>Goal:</p> <p><i>- Identify how displacement in Jordan has impacted relationships among family members, including sense of security within their home.</i></p>	
<p>Question:</p> <p>9. Has life as refugee changed/impacted family relations? How? Explain?</p>	
	<p>Probe:</p> <p>9a. How have changes specifically impacted women and children?</p> <p>9b. Have changes in traditional roles and responsibilities impacted family relations?</p> <p>9c. How are family members coping or trying to adjust with changes? How are refugees reducing stress?</p>
<p>Departure from Za'atari?</p>	
<p>Goal:</p> <p><i>- Understand the experience and identify how refugees, if previously living in Za'atari, have left the camp and moved to the host communities.</i></p>	
<p>Question:</p> <p>10. If you have previously lived in Za'atari, please describe how you left Za'atari? Where there any challenges and consequences? Who helped you leave the camp?</p>	

NOTES

- ¹ According to UNHCR RRP6 planning; estimate only.
- ² Pending completion of recently started assessment and verification exercises led by UNHCR/GoJ.
- ³ This study is supported by ECHO. The initial focus also aimed to capture data on household expenditures and income levels, however it was is not incorporated in this document as Oxfam performed a specific data capture on refugee expenditures, available in: *The Impact of Oxfam's Cash Distributions on Syrian refugee households in Host Communities and Informal Settlements in Jordan* (January 2014).
- ⁴ According to UNHCR RRP6 planning; estimate only.
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- ⁷ Number of FGDs per location: (2) Baqaa - Balqa; (2) Safoot - Balqa; (2) Jawa; (2) Jordan Valley; (4) Zarqa
- ⁸ In order to overcome some of the transport limitations in Zarqa, due to the size and distribution of refugees in the Governorate, Oxfam provided a modest transport stipend to each participant.
- ⁹ Due to this some refugees only take ½ the medication and save the rest to give to other refugees or when they feel ill again.
- ¹⁰ Diabetes, high blood pressure, skin and eye, and kidney-related conditions.
- ¹¹ Police actions such as firing tear gas or physically responding to crowds was cited as a fear that rekindled refugees' traumas of personal experiences with armed groups or Syrian security forces during the war.
- ¹² Men and adolescent males were said to often be either illegally working, searching for employment or in school. FHH, whose males were either still in Syria or widowed. In such cases send adolescent females sent to distributions.
- ¹³ Refugees claimed NGO providers at distribution centres would sometimes allow adolescents to accept items on behalf of adults, but there was no continuity and numerous attempts were often made.
- ¹⁴ Knowledge, Attitude and Practice (KAP) survey conducted through joint initiative with Oxfam, ACTED, JEN and Unicef across the 12 districts in the Camp in November 2013. A total of 978 households participated in the survey. See page 14.
- ¹⁵ Refugees reported a price range of 40 - 100 JOD to construct a private latrine and 2.5 metre deep septic tank.
- ¹⁶ Oxfam WaSH Committee members are residents of the district in Za'atari Camp in which they are assigned to work.
- ¹⁷ Approximation based on NGO staff member providing ad-hoc monitoring of water delivery and visible presence of water flooding around water tanks. Calculated estimate of 0.25 metre loss for each cubic metre.
- ¹⁸ Illegal agricultural workers and informal employment either carrying items or renting wheelbarrows to transport goods across the Camp. Often occurring during NFI distributions.
- ¹⁹ 18% reported "other" with further explanation that they do not use the kitchen. This may be linked to construction of private kitchens within residence.
- ²⁰ Rumours related to security varied, but included men hiding inside female bathrooms or men following women inside facilities. None of the participants experienced any of these events, they heard that it had happened.
- ²¹ These statements were related to loss of privacy and women expressed distress that men could see them, even if not a direct threat, the feeling was linked to overall sense of security.
- ²² Unless explicitly stated, police in Za'atari Camp for this study does not represent a new GOJ/UNHCR led initiative using Community Police. References made to police are about perimeter security police, those based at the gates of the Camp, and police who have provided security at distribution centres and in-district caravan distributions.
- ²³ IOM, in consultation with all relevant partners, developed and printed an initial information package to provide for Azraq in August 2013; this package should be used with updates relevant to Za'atari and distributed immediately.
- ²⁴ 60% of respondents indicated receiving information by word-of-mouth.
- ²⁵ Youth women and mothers expressed appreciation of flyers/leaflets on vaccinations information. Men welcomed community police patrols within their districts after receiving information on the upcoming initiative through flyers.
- ²⁶ Refugees stated modifying caravans in part because they don't think engagement will be fruitful; modifying caravans is such their attempt to adapting to the existing conditions in the camp.

- ²⁷ 48% willing to meeting providers once a week, 11% twice a week, 29% once a month and 5% twice a month.
- ²⁸ Youth Female FGD participants believed group meeting encouraged girls to talk about important issues and need but they expressed reservations that parents would prevent them from partaking in NGO meetings,
- ²⁹ Mafrq Coordination Meeting and North of Jordan Coordination Meeting (Irbid). UNHCR informants indicated that they are aware of gaps and progressively trying to improve the overall level of coordination through the eventual use of municipal level coordination meetings, but field capacities are currently limited. In the short-term priorities are focused rolling out and completing the Iris Scan verifications for all refugees, which it is hoped will minimize problems associated with registration and renewal gaps.
- ³⁰ E-voucher could lead to same problems, shop owners raising prices and pre-selected items.
- ³¹ See report section, "Impact of displacement on family relations".
- ³² Refugees explained their immediate assumption is police in Jordan are like those in Syria, and they will be obliged to pay bribes to get re-registered.
- ³³ UNHCR staff are trying to minimize confusing the provision of international protection through registration with UNHCR, and what other organizations are calling beneficiary "registration" to receive assistance.
- ³⁴ Host community based refugee described the same benefits of SMS texts as camp based refugees.
- ³⁵ Refugees allege that when UNHCR visits hospitals the medical staff temporarily improve their behavior and services to refugees, but the quality drops upon their departure. Refugees think UNHCR can improve quality control if it more actively and transparently questions refugees about medical services in the hospitals.
- ³⁶ An example was provided by a female in the Jordan Valley when her blind husband stopped receiving cash-assistance but no explanation was provided.
- ³⁷ Oxfam: *Shifting Sands*; UN Women: *Gender Based Violence and Child Protection among Syrian Refugees in Jordan*; Child Protection and Gender-Based Violence Sub-Working Group Jordan: *Findings from the Inter-Agency Child Protection and Gender-Based Violence Assessment in the Za'atari Refugee Camp*.
- ³⁸ Slightly higher than REACH's comprehensive camp wide survey indicating average household size is 5.58, and average family size as 4.6.

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For more information, or to comment on this report, email Abigael Baldoumas at abaldoumas@oxfam.org.uk.

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